

Office of the City Manager

September 13, 2012

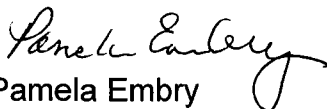
Chris Conley
Technology and Civil Liberties Project
American Civil Liberties Union
of Northern California
39 Drumm Street
San Francisco, CA 94111

Re: Public Records Act regarding Automatic License Plate Readers

Dear Mr. Conley:

Enclosed are the documents responsive to your Public Records Act request for information related to Automatic License Plate Readers. Please let me know if you have any questions or need additional information.

Sincerely,


Pamela Embry
Senior Management Analyst

Enclosures

Ohlson, Lynne

From: Lavin, Butch
Sent: Wednesday, August 15, 2012 4:36 PM
To: Ohlson, Lynne
Subject: RE: Gilbert Emails

Thanks Lynne,

From what I can recall, we leveraged the virtual environment in the BPD server room to create two virtual servers to support the Genetec implementation, so there were no direct server costs associated with Genetec. As for implementation, support, and maintenance, we executed a contract with Genetec, stipulating what hardware, software, and service would come at no cost to us (paid for by Alta Bates), and giving us the option of renewing support for up to three years at a fixed cost of \$5,029.67 per year. The current agreement expires Dec 31, 2012.

Thanks,
Butch

Butch Lavin, Senior Systems Analyst
City of Berkeley, Department of Information Technology
2180 Milvia Street, 4th floor, Berkeley, CA 94704
Tel: (510) 981-6557 Fax: (510) 981-6560
Email: blavin@cityofberkeley.info

From: Ohlson, Lynne
Sent: Wednesday, August 15, 2012 1:34 PM
To: Lavin, Butch
Subject: Gilbert Emails

Ohlson, Lynne

From: Ahearn, Dennis
Sent: Thursday, September 29, 2011 8:54 AM
To: Ohlson, Lynne; Delaney, Diane
Subject: RE: Berkeley ALPR SOW Questionnaire

Great....I feel guilty enough that PayLock didn't get up and running before I left, so I promise I didn't orchestrate that!

From: Ohlson, Lynne
Sent: Thursday, September 29, 2011 6:55 AM
To: Delaney, Diane; Ahearn, Dennis
Subject: RE: Berkeley ALPR SOW Questionnaire

It was timed so Dennis did not have deal with it but leave it in your capable hands, apparently.

From: Delaney, Diane
Sent: Thursday, September 29, 2011 6:53 AM
To: Ahearn, Dennis; Ohlson, Lynne
Subject: FW: Berkeley ALPR SOW Questionnaire
Importance: High

After how many years these two projects are overlapping??? You've got to be kidding.

From: Donald Carducci [mailto:dcarducci@GENETEC.COM]
Sent: Thursday, September 29, 2011 6:42 AM
To: Lavin, Butch
Cc: Delaney, Diane
Subject: RE: Berkeley ALPR SOW Questionnaire
Importance: High

Hello Butch,

We have two potential deployment dates available for your project October 17th – 21st or November 14th – 18th please let me know which you prefer. Please note that the dates selected will depend on the approval of the Genetec SOW which I will finalize once you provide me with your preferred date for deployment.

Best Regards,

Donald Carducci
Deployment Project Manager, PMP®



License Plate Recognition | Video Surveillance | Access Control

P: +1-514-332-4000 x6425 | D: +1-514-227-1362 | F: +1-514-332-1692 | M: +1-514-589-8714 | dcarducci@genetec.com
2280, Alfred-Nobel Blvd, suite 400, Montreal, QC, H4S 2A4, Canada

Explore your possibilities: www.genetec.com/possibilities



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22751

000005

destroy all copies.

From: Lavin, Butch [mailto:BLavin@ci.berkeley.ca.us]
Sent: Wednesday, September 21, 2011 11:57 AM
To: Donald Carducci
Subject: RE: Berkeley ALPR SOW Questionnaire

Hi Donald,

Here's a link to the remote access agreement form:

http://www.ci.berkeley.ca.us/uploadedFiles/IT/Level_3_-_General/Remote%20Access%20Agreement%20Form.pdf

I'll get you answers to your other 2 questions shortly.

Thanks,
Butch

From: Donald Carducci [mailto:dcarducci@GENETEC.COM]
Sent: Wednesday, September 21, 2011 5:42 AM
To: Lavin, Butch
Subject: RE: Berkeley ALPR SOW Questionnaire

Sorry omitted to include one last request. Please send us the MOU form that we must sign in order to have VPN access to your system so that I can have it reviewed by our legal department. This is to ensure that we have a proper support structure in place in the event that you will require support in the future.

Best Regards,

Donald Carducci
Deployment Project Manager, PMP®



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From: Donald Carducci
Sent: Wednesday, September 21, 2011 8:39 AM
To: Lavin, Butch
Subject: RE: Berkeley ALPR SOW Questionnaire

Hi Butch,

Please clarify the following points:

We ran the plate in our ALPR system. it incorporates SF also. In running the license I see that you have it in GILROY, towed for evidence.

We did not have any hits in our system..

take care,

S/A Shawn Parks

Special Agent Shawn Parks
San Mateo County Sheriff's Office
Vehicle Theft Task Force
P.O. Box 25329
San Mateo, California 94402-5329
(650)573-3579 Office
(650)222-5034 Nextel
(650)638-0610 Fax

>>> "Joseph Minton" <jminton@ci.milpitas.ca.gov<mailto:jminton@ci.milpitas.ca.gov>> 3/16/2012
12:46 PM >>>

At the request of Chief Denise Turner at Gilroy PD, I am forwarding her request for information. Her department is looking for a green 2000 ford mustang with a Washington plate of 1 6 9 V V J. If you have an ALPR database, please check to see if you have the plate in your system. If you do, please email Detective Martin Beltran at Martin.beltran@cityofgilroy.org<mailto:Martin.beltran@cityofgilroy.org> . You may also reach him at 408-846-0334 or 408-422-3115. This is in regards to a Murder/Suicide case that occurred on 3/14/12 and there's an outstanding person that may be injured.

Thanks,

AJ Minton

Milpitas PD

By sending us an email (electronic mail message) or filling out a web form, you are sending us personal information (i.e. your name, address, email address or other information). We store this information in order to respond to or process your request or otherwise resolve the subject matter of your submission.

Certain information that you provide us is subject to disclosure under the California Public Records Act or other legal requirements. This means that if it is specifically requested by a member of the public, we are required to provide the information to the person requesting it. We may share personally identifying information with other City of Elk Grove departments or agencies in order to

respond to your request. In some circumstances we also may be required by law to disclose information in accordance with the California Public Records Act or other legal requirements.

- 1- Can you please provide additional information on the installation vehicle specifically model and year so that we can order the correct RAM mount for the in-vehicle laptop?
- 2- Can you please confirm that you will be using three (3) lists in all for this deployment (i.e. stolen vehicles; permit and overtime)?

I will compile the official Scope of work document for this project and should have it ready by the end of this week provided I receive the answers to the two above questions before then.

Best Regards,

Donald Carducci
Deployment Project Manager, PMP®

Genetec

License Plate Recognition | Video Surveillance | Access Control

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From: Lavin, Butch [<mailto:BLavin@ci.berkeley.ca.us>]
Sent: Tuesday, September 20, 2011 5:30 PM
To: Donald Carducci
Subject: Berkeley ALPR SOW Questionnaire

Hi Donald,

Please see attached for answers to the SOW questions you sent to us some time ago. Let me know if you have any follow up questions. I'll also be sending you our contract boilerplate for your review shortly.

Thanks,

Butch

Butch Lavin
City of Berkeley, Dept. of Information Technology
2180 Milvia St., 4th Floor
Berkeley, CA 94704
(510) 981-6557
blavin@CityofBerkeley.info
www.CityofBerkeley.info

<<AutoVu SOW_Berkeley_20110920.docx>>

Ohlson, Lynne

From: Cosin, Wendy
Sent: Friday, December 02, 2011 5:27 PM
To: Delaney, Diane; Ohlson, Lynne; Rittenhouse, Robert B.
Cc: Meehan, Michael; Gilbert, Mark; Lavin, Butch
Subject: RE: LPR Implementation - F&P contract needed
Attachments: Alta Bates AIL and Platescan Proposal 113011.docx

Attached is the proposal that Fehr & Peers put together to help us ensure that the data from LPR implementation in the ABMC area will be reasonably comparable to the manual surveying that they did for several years. I still have to get ABMC to cough up the \$17,000.

Please let me know if you have comments about their proposed scope of work. I understand a meeting is being set up sometime next week and I would like to attend.

From: Cosin, Wendy
Sent: Monday, November 21, 2011 9:38 AM
To: Delaney, Diane; Ohlson, Lynne
Cc: Meehan, Michael; Gilbert, Mark; Lavin, Butch
Subject: FW: LPR Implementation - F&P contract needed

Good morning Diane and Lynne,

I'm working to get things set up so we have technical support for the Alta Bates LPR project – the focus is ensuring that we will be able to compare results reasonably accurately with previous manual surveys.

Please let me know if you have comment or questions.

Wendy
X 7402

From: Cosin, Wendy
Sent: Monday, November 21, 2011 9:34 AM
To: 'Jerry Walters'
Cc: Ryan McClain; PittsD@sutterhealth.org
Subject: RE: LPR Implementation - F&P contract needed

Good morning Jerry,

Please see attached scope, which is based on previous scope and e-mails. I've pulled back the activity quite a lot and think the only meeting we will need would be a kick-off/initiation w/ the Police Department. After that, I would hope we could handle communication by phone and e-mail. I still don't know, however, exactly how you will get the data from the PD.

Hope you have a good holiday.

Wendy

Wendy Cosin, Interim Planning Director
2118 Milvia Street, Berkeley, CA 94704

wcosin@CityofBerkeley.info
Phone: 510-981-7402; Fax: 510-981-7470

From: Jerry Walters [mailto:J.Walters@fehrandpeers.com]
Sent: Friday, November 18, 2011 10:43 AM
To: Cosin, Wendy; PittsD@sutterhealth.org
Cc: Ryan McClain
Subject: RE: LPR Implementation - F&P contract needed

OK, thanks Wendy. We'll send everyone our comments on scope and our fee and payment terms once we see your description. Jerry

| Jerry Walters, Principal | **Fehr & Peers** | Walnut Creek, CA | 925-930-7100 | j.walters@fehrandpeers.com |

From: Cosin, Wendy [mailto:WCosin@ci.berkeley.ca.us]
Sent: Thursday, November 17, 2011 2:42 PM
To: Jerry Walters; PittsD@sutterhealth.org
Cc: Ryan McClain
Subject: RE: LPR Implementation - F&P contract needed

I understand Jerry; I would prefer it also, but Debbie says it would be much harder to make happen. She assures me that they will be able to pay for whatever start up and initial monitoring efforts are needed for the first six months of data analysis. This would not meet the Use Permit requirements entirely, but would allow us to get started properly and get analytic value from LPR. I'm willing to review the notes from before and take another shot at describing a scope of work, and will send out ASAP so you can comment and price it.

From: Jerry Walters [mailto:J.Walters@fehrandpeers.com]
Sent: Tuesday, November 15, 2011 9:09 PM
To: Cosin, Wendy; PittsD@sutterhealth.org
Cc: Ryan McClain
Subject: RE: LPR Implementation - F&P contract needed

Wendy and Debbie: We would prefer to contract through the City and to do so by December 12 so we can begin the preparations for January. Thanks, Jerry

| Jerry Walters, Principal | **Fehr & Peers** | Walnut Creek, CA | 925-930-7100 | j.walters@fehrandpeers.com |

From: Cosin, Wendy [mailto:WCosin@ci.berkeley.ca.us]
Sent: Friday, November 04, 2011 3:27 PM
To: PittsD@sutterhealth.org
Cc: Ryan McClain; Jerry Walters
Subject: LPR Implementation - F&P contract needed

Hello Debbie,

Use of LPR with live enforcement is tentatively planned to start the last week of January. In mid-January, there will be equipment installation and training. As we have previously discussed, we will need assistance from Fehr and Peers during start up and to assist with data analysis. I've attached various notes from meetings earlier this year.

Please work with F&P to get a contract for their assistance. Alternatively, you can give the money to the City and we will handle the contract.

There have been too many delays to count with our implementation of this, so I'm very hopeful that this will not be a stumbling block. Thx.

Notes from 4/12/11

Data Analysis (needed for Alta Bates Use Permit conformance)

1. The details of exactly how the data is mined weren't discussed, but it seemed do-able for F&P to do the analysis at least in the beginning. Is it as simple as program SQL for a different type of "hit" if vehicle is re-parked outside the block face and can SQL do this? If not, details of running a query to identify the number of cars reparking.
2. Need to determine hours to use for data analysis. Wendy follow-up with Ryan. Check ABMC schedules (7 – 3:30, 3 – 12?) 8 a.m. probably ok for start time (wouldn't need to do OT to do a 7 a.m. survey)
3. Need to work w/ F&P and PD on circulation pattern for data mining days. Will PD need to expand to the other side of Telegraph to analyze whether increased enforcement in Areas A & B is pushing people to the other side of Telegraph?
4. Wendy needs to define scope of work for F&P. Work w/ ABMC re: funding.
5. Wendy needs to follow up re: adequacy of ABMC off-site parking for all employees and contractors. Is Milvia/Dwight lot full? Is Ashby BART shuttle still running?



December 1, 2011

Deborah Pitts-Cameron
Manager of Public Affairs
Alta Bates Summit Medical Center
3012 Summit Street, Third Floor
Oakland, CA 94609

Subject: Cost Proposal – 2012 Alta Bates License Plate Recognition Mitigation Monitoring

Dear Deborah

Fehr & Peers has prepared the following proposed agreement to provide further services to support Alta Bates' efforts to utilize license-plate recognition software to improve mitigation performance and streamline the mitigation monitoring analysis. Our scope of work, fee estimate, and terms and conditions are presented below.

Scope of Work

Task 1: Guide 2012 monitoring of employees parking in neighborhood. Our cost estimate for assessing the effectiveness of the parking enforcement as a mitigation for neighborhood parking impact assumes that the Berkeley Police Department will perform: a) full day monitoring in January before starting enforcement to establish a baseline, b) full-day permit enforcement within the entire Alta Bates study area at least one day each week beginning in January in order to cite violators and change parking behavior, and c) full day monitoring of Alta Bates employee parking space utilization from 7am to 7pm for one Wednesday each month from January through April. To develop, evaluate and fine-tune the program, Fehr & Peers will perform the following tasks:

Comment [RM1]: Can be changed to 8am if the City desires, but 7am is consistent with previous monitoring

- a) Meet with Police Department to review boundaries, routes, and procedures for monitoring. Fehr & Peers will document the results of this meeting to be used as guidelines for the 2012 monitoring. This meeting will occur in December.
- b) Shadow the Police Department on a dry-run to help address any questions or issues that arise in the field and to document needed adjustments to procedures. This dry-run will take place on a Wednesday in January, two weeks before enforcement starts.
- c) Analyze one day of license plate data from the monitoring dry run to verify the completeness and accuracy of the data that the police department will provide. This data will be used to set a new baseline for neighborhood parking by Alta Bates employees. Data collected during subsequent monitoring will be compared to this baseline to determine the effectiveness of the enforcement in reducing the amount of neighborhood parking by Alta Bates employees.
- d) Revise the instructions on monitoring procedures as necessary. Certain aspects of the survey hours, survey frequency, survey route, speed, data reporting and formats, and other factors and processes may be refined at this time. The revised guidelines will be submitted to the police department two weeks after the dry-run.
- e) Answer questions via phone and email regarding the monitoring procedures.

Comment [RM2]: I increased this to two weeks, since we want to have a chance to analyze the data and ensure we have an accurate baseline before enforcement starts.

- f) Review the first data set collected after enforcement begins to ensure necessary data is being collected. We will work with the police department to make any final modifications to the procedures.

Task 2: Analyze and report survey results: Develop, program and apply algorithms to analyze monitoring data in a manner consistent with AIL monitoring from prior years. The one day of license plate data collected during each of the four monthly monitoring runs will be processed to determine the number of hospital employees that park in the neighborhood on the survey day. These calculations will be compared to the baseline set in Task 1c above and allow us to determine if the increased enforcement is causing fewer employees to park on the street. Fehr & Peers will prepare a memorandum to the City and Alta Bates to report findings on number of Alta Bates employees parked on neighborhood streets during each of the survey days. These will also be compared to previous reports and AIL levels; with the caveat that a new baseline has been established using the LPR technology. The memo will include any needed further clarification of survey instructions to be employed by the police department in future years.

The above scope addresses only one issue related to annual Alta Bates AIL monitoring: the number of employees parked on neighborhood streets. It does not address:

- Overall neighborhood parking generated by Alta Bates, including visitor parking
- Traffic generation by Alta Bates, both all-day and during peak hours
- Ambulance blockages of Colby Street
- Truck spillover from loading docks.

It also does not provide Alta Bates or the City with any information on the effectiveness of individual measures being undertaken by Alta Bates to minimize traffic generation and neighborhood parking.

Fee and Terms

The attached table presents our cost estimate for the basic scope of work described above. It totals \$17,280. Our other standard contract terms are attached as part of this agreement.

If the terms of this proposal are acceptable to you, this letter can serve as our contractual agreement. In that case, please return a signed copy of this letter to us. Should you have questions, please call us at (925) 930-7100.

Sincerely,

FEHR & PEERS

Jerry Walters
Principal

Attachment:
Fee Details
Terms and Conditions

ACCEPTED BY:

Signature _____

Name _____

Title _____

Company _____

Date _____

Ohlson, Lynne

From: Lasala, Donna
Sent: Thursday, December 01, 2011 7:07 AM
To: Meehan, Michael; Ohlson, Lynne
Cc: Rodriguez, Ernesto; Gilbert, Mark; Thygesen, Sharon; Lavin, Butch; Delaney, Diane
Subject: Fw: Duncan Integration

Fyi:

From: Rodriguez, Ernesto
To: Brooks, Marilyn; Thygesen, Sharon
Cc: Lasala, Donna
Sent: Wed Nov 30 17:14:48 2011
Subject: Duncan Integration

FYI – Sonja and Dean from the City of Inglewood have agreed to deliver the Residential Parking Permit data on a daily basis to the City at no cost as part of the Alta Bates LPR system. (Approximately \$400 of programmer time). They will deliver end of December in time for the vendor on site visit by Genetech.

For future reference, they can deliver this information to the AutoCite handhelds for a one-time fee of \$1,500.

Ernesto Rodriguez, Senior Systems Analyst
City of Berkeley, Department of Information Technology
Martin Luther King, Jr. Civic Center
2180 Milvia Street, 4th Floor Berkeley, CA 94704
Phone: (510) 981-6546 **Fax:** (510) 981-6560
Website: www.CityOfBerkeley.info

Ohlson, Lynne

From: Cosin, Wendy
Sent: Tuesday, November 29, 2011 2:20 PM
To: Delaney, Diane
Cc: Ohlson, Lynne; Lewis, Kevin; Mostowfi, Hamid; Javandel, Farid; Cardona, Diana; Mason, Roger M.
Subject: RE: Update on RPP Enforcement around ABH
Attachments: Debbie Pitts.vcf

Debbie Pitts

(510) 869-8230 Work
(510) 813-2512 Mobile
PittsD@sutterhealth.org

Once I have actual numbers, here are the remaining questions.

Ohlson, Lynne

From: Cosin, Wendy
Sent: Monday, November 21, 2011 9:38 AM
To: Delaney, Diane; Ohlson, Lynne
Cc: Meehan, Michael; Gilbert, Mark; Lavin, Butch
Subject: FW: LPR Implementation - F&P contract needed
Attachments: 2012 Alta Bates License Plate Recognition.docx

Good morning Diane and Lynne,

I'm working to get things set up so we have technical support for the Alta Bates LPR project – the focus is ensuring that we will be able to compare results reasonably accurately with previous manual surveys.

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Wendy Cosin, Interim Planning Director
2118 Milvia Street, Berkeley, CA 94704
wcosin@CityofBerkeley.info
Phone: 510-981-7402; Fax: 510-981-7470

From: Jerry Walters [<mailto:J.Walters@fehrrandpeers.com>]
Sent: Friday, November 18, 2011 10:43 AM
To: Cosin, Wendy; PittsD@sutterhealth.org
Cc: Ryan McClain
Subject: RE: LPR Implementation - F&P contract needed

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| Jerry Walters, Principal | **Fehr & Peers** | Walnut Creek, CA | 925-930-7100 | j.walters@fehrrandpeers.com |

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parked outside the block face and can SQL do this? If not, details of running a query to identify the number of cars reparking.

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4. Wendy needs to define scope of work for F&P. Work w/ ABMC re: funding.
5. Wendy needs to follow up re: adequacy of ABMC off-site parking for all employees and contractors. Is Milvia/Dwight lot full? Is Ashby BART shuttle still running?

2012 Alta Bates License Plate Recognition (LPR) Mitigation Monitoring
11/21/11

This scope of work describes the first six months of implementation and analysis of the City of Berkeley's use of LPR equipment in the residential area surrounding Alta Bates. It does not include all monitoring requirements of the Use Permit, but rather focuses on effective use of LPR to allow an understanding of whether increased enforcement improves parking behavior and conditions in the area.

Task 1 -- Project initiation meeting

F&P will attend a meeting to confirm details for Police Department monitoring protocols. F&P 10/6/10 scope included preparing instructions and shadowing during a "dry-run". Is this really needed?

To be discussed:

- Boundaries for comparative monitoring (also discuss alternative boundaries for regular enforcement?)
- Assist with laying out the route for comparative monitoring
- Schedule for comparative monitoring: 2 or 3 days before enforcement starts to create baseline that can be compared to previous F&P surveys; then monthly comparative survey for four months (consistently on a Wednesday?)
- Hours for comparative monitoring: need to start at 7 a.m., or would 8 a.m. be ok?
- Methodology:
 - Identify non-RPP vehicles that remain in the area between 1 & 2 p.m. and between 3 & 4 p.m. that were also parked in the area during the first hour of monitoring. (Or do we need hourly information as originally specified in 10/6/10 F&P scope?)
 - Identify the number of vehicles that a) haven't moved at all; b) remain in the same block face; and c) have moved to a different block face.
 - After baseline analysis, also count the number of citations?
 - Do we also need: actual on-street occupancy levels by time of day by: a) permit holders, b) legal short-term parkers, & c) violators? How easily would this be gathered/calculated?

Task 2 -- Analyze and report survey results

Develop, program and apply algorithms to analyze monitoring data in a manner consistent with AIL monitoring from prior years. Determine if changes to methodology are needed after baseline data is collected. Report findings in a memorandum to the City and Alta Bates.

From: Cosin, Wendy
Sent: Friday, April 22, 2011 10:33 AM
To: 'Peter Alan Shelton'; 'Pitts, Deborah (ABSMC)'
Cc: Worthington, Kriss
Subject: LPR update

We had a very good meeting with Police, Information Technology (IT), Fehr & Peers, and Genetec this week. The primary purpose of the meeting was to understand impediments to implementing the Genetec LPR equipment for parking enforcement at Alta Bates.

The stumbling block we have run into in the past few months is that we didn't plan for IT involvement in the project, and that we didn't know about two other LPR projects in play. The new server is now in place and being configured, so that issue is taken care of. However, at this point IT is in the middle of dealing with a different LPR product that is used for booting cars. The two big IT issues for the Alta Bates project at this point are as follows:

- Workload to allow AutoVu to be downloaded to City server
- Interface between AutoVu software and handheld equipment that is used to write tickets still unclear. We still don't understand what is needed.

I will continue to work with IT to understand the extent of work needed and to get their assistance. They understand the importance of this project and I'm sure they will help us as soon as they can. I will also work with Alta Bates to clarify the work that we will need Fehr & Peers to continue to do for the project.

Ohlson, Lynne

From: Meehan, Michael
Sent: Friday, August 10, 2012 8:57 AM
To: Greenwood, Andrew; Ohlson, Lynne
Subject: Police cameras quietly capture license plates, collect data

Police cameras quietly capture license plates, collect data

- Article by: ERIC ROPER
- Star Tribune
- August 9, 2012 - 11:20 PM

Police in Minnesota and across the country are increasingly using small car-mounted cameras to scan thousands of license plates and pinpoint -- in real time -- stolen vehicles, suspended drivers and criminals.

Those same cameras also record the time, date and location of every car they see and store the information. That disturbs privacy advocates, who want more details about the cameras and are calling for standards to govern how police classify and retain plate-reader data.

Without a state law, departments in Minnesota are free to set their own policies on how long they keep the information. The State Patrol deletes location data after 48 hours, St. Paul police erase it in 14 days and Minneapolis told a privacy advocate last year that the city retains it for a year.

Minneapolis cops captured data on 805,000 license plates in June alone. When a Star Tribune reporter requested data on his own license plate under Minnesota's open records law, the Minneapolis Police Department responded with a list of dates, times and coordinates of his car that illustrated his daily routine.

Over the course of a year, cameras in squad cars logged him heading to work on W. Franklin Avenue at 8:07 a.m. one day, returning home on Portland Avenue S. at 6:17 p.m. on another, and parking three times late at night outside a friend's house in Uptown. Police had captured the car's license plate seven times.

Minneapolis police declined to comment on why it keeps the license plate information so long.

"The technology that would make '1984' possible in real life exists now," said Chuck Samuelson, executive director of the Minnesota ACLU, which recently joined 35 of its affiliates nationwide to file data requests on how local agencies use the technology. "But the infrastructure to protect individuals' privacies and rights doesn't exist, particularly on the legislative and the judicial side."

Public information

So who has access to your location data? Anyone who asks for it, according to Bob Sykora, chief information officer for the Minnesota Board of Public Defense. Sykora warned in a memo this June that location data retained by police is currently public. That means it could be obtained via record requests by data miners or other members of the public, he wrote, enabling burglars to learn someone's daily routine or ex-spouses to track former partners.

"I really believe there's a potential for somebody getting hurt or killed," said Sykora, a member of the Criminal and Juvenile Justice Information Task Force, who will tell that body Friday that the Legislature should classify the data as private so only the subject of the data could obtain it.

Currently, only the plate number, time, date and location are available to the public, Sykora said. Other substantive information, such as the vehicle owner's name and address, are already private. So a person would need to know the license plate number to track someone else's car.

Rich Neumeister, a privacy and open government advocate, has been making extensive requests of local law enforcement agencies to determine how each uses license plate readers. "The bottom line in all this is that law-abiding citizens' privacy and due process are compromised here with the new technology," Neumeister said.

He would like the Legislature to address how long the data can be retained, how it can be shared and when police can use it. "Standardization is important for our liberty and privacies," said Neumeister, who has found that agencies have implemented wildly different policies -- in some cases no policy at all -- largely out of public view.

The growing use of the technology has spurred a few other states to create laws governing their use. Maine passed a law in 2010, for example, that makes plate-reader data confidential and requires it to be erased in 21 days unless it is part of an investigation.

Widespread use

Use of license plate readers has expanded dramatically in recent years. Agencies using them in the metro area include Minneapolis, St. Paul, Bloomington, Lakeville, Maplewood, Washington County and the State Patrol. In March, the state Department of Commerce issued grants for even more departments to purchase readers, including four for the Hennepin County Sheriff's Office.

"The [license plate reader] is valuable technology that saves time for the trooper while allowing them to be more productive and less distracted while observing license plates," said Lt. Eric Roeske of the State Patrol in a statement.

St. Paul has used the cameras since 2008 and now has 10, all of which are mobile, said police spokesman Howie Padilla. He said they do not share the data with other departments.

Minneapolis uses mobile readers on squad cars and stationary cameras installed on bridges. A police sergeant estimated this January that the department has about eight vehicle cameras and at least two bridge cameras. One stationary camera captured the Star Tribune reporter, but police redacted its location.

In Minneapolis, the cameras capture 13,000 to 36,000 plates a day, according to documents the Star Tribune obtained. About 6,100 of the 805,000 reads in June were "hits," meaning they matched a state database of about 400,000 listings, including stolen vehicles, revoked licenses, wanted criminals and missing persons, among other categories.

Eric Roper • 612-673-1732

Ohlson, Lynne

From: Vuicich, Kara
Sent: Monday, April 25, 2011 12:54 PM
To: Perry, Danette; Nichols, Matthew; Ahearn, Dennis; Rittenhouse, Robert B.; Delaney, Diane; Gilbert, Mark; Carrillo, Richard E.
Cc: Ohlson, Lynne; Javandel, Farid
Subject: meeting tomorrow?

Hi everyone:

I had tentatively scheduled a monthly meeting for us to convene and discuss issues related to our parking pricing project. We've been in conversation with each other about LPR enforcement and data collection issues this past month, and I'm not sure that we necessarily need to meet tomorrow. It's my understanding that Police is going to move forward with using the Genetec equipment to begin LPR enforcement in the Alta Bates RPP area ASAP.

However, we do have several areas of continuing coordination, and if Police and IT staff feel it would be helpful, we're happy to meet tomorrow to discuss these and any other issues you may have:

- Upcoming RFP for citation system, potential to adopt more integrated parking management system
- Coordinating research/findings on LPR use for enforcement and data collection
- Tour of San Francisco parking operations in late May or early June

Thanks,
Kara

Kara Vuicich, AICP
Associate Planner
City of Berkeley Transportation Division, Public Works Dept.
1947 Center Street, 3rd Floor
Berkeley, CA 94704
ph: 510-981-7064
fx: 510-981-7060
www.cityofberkeley.info/transportation

Ohlson, Lynne

From: Cosin, Wendy
Sent: Thursday, April 21, 2011 5:19 PM
To: Delaney, Diane; Ahearn, Dennis; Lavin, Butch; Lasala, Donna; 'Ryan McClain'; Thygesen, Sharon; Gilbert, Mark
Cc: Nichols, Matthew; Vuicich, Kara; Rittenhouse, Robert B.; Ohlson, Lynne
Subject: Notes from Alta Bates LPR Meeting

Attached are notes from yesterday's meeting regarding the Alta Bates LPR project. The biggest outstanding issues appear to be:

- Big IT issue: Workload to allow AutoVu to be downloaded to City server
- Interface between AutoVu software and handheld equipment that is used to write tickets still unclear. We still don't understand what is needed.

Butch, please include me in the follow-up meeting with Mark that was discussed.



Enforcement IT
issues.docx

Alta Bates LPR Project Meeting

4/20/11

Attending:

Planning: Wendy; IT: Butch, Sharon T., Donna; PD: Diane, Dennis; Fehr & Peers: Ryan; Genetec (telephone): Erick Granum

Servers

In place and being configured

- IT question: How long until complete? Donna subsequently said this isn't a big thing.

Enforcement equipment and process

Delivered and will be installed by Genetec on the vehicle when we are ready to use

Genetec will program AutoVu to understand the block face regulations when we are ready to move forward (see SOW). Sounds straight forward - Butch didn't see IT issues.

- PD will need to take lead on this.
- Need to do public outreach (Wendy) and change signs (PD?). (What about T-intersections?)

Interface between AutoVu software and handheld equipment that is used to write tickets still unclear. WE STILL DON'T UNDERSTAND THIS.

- One option: AutoVu identifies a "hit" (a vehicle that violates the regulations – more than 2 hours on a block face). PEO uses the information to write a ticket. No need to integrate with Duncan.
- Or: Interface with Duncan is needed, especially to use other functionality of AutoVu such as identifying stolen vehicles.

Communication from Joe Gardner at Genetec: I just spoke with a Duncan Engineer and he is planning on introducing the interface from the AutoVu Mobile Parking system to their handheld unit. This would be a good option for the City. I do not know any more than it is being announced at the IPI Show around May 20th. As I know more, I will let you know. I would assume there is a cost associated with this new feature package that is being offered by Duncan.

AutoVu data needs to be downloaded to City server at end of day for storage and data mining. SQL will be on the patrol vehicle laptop. "Security Center" software will be on the City server.

- BIG IT ISSUE: How to do it (options discussed: WiFi connection, with DOJ certification; thumbdrives, cellular VPN. Butch will follow up with Mark and Rich
- How to provide data to F&P? E-mail option discussed – a query can be created that would automatically generate a report and send it to F&P. Who would write this?

Data Analysis (needed for Alta Bates Use Permit conformance)

1. The details of exactly how the data is mined weren't discussed, but it seemed do-able for F&P to do the analysis at least in the beginning. Is it as simple as program SQL for a different type of "hit" if vehicle is re-parked outside the block face and can SQL do this? If not, details of running a query to identify the number of cars reparking.
2. Need to determine hours to use for data analysis. Wendy follow-up with Ryan. Check ABMC schedules (7 – 3:30, 3 – 12?) 8 a.m. probably ok for start time (wouldn't need to do OT to do a 7 a.m. survey)
3. Need to work w/ F&P and PD on circulation pattern for data mining days. Will PD need to expand to the other side of Telegraph to analyze whether increased enforcement in Areas A & B is pushing people to the other side of Telegraph?
4. Wendy needs to define scope of work for F&P. Work w/ ABMC re: funding.
5. Wendy needs to follow up re: adequacy of ABMC off-site parking for all employees and contractors. Is Milvia/Dwight lot full? Is Ashby BART shuttle still running?

Ohlson, Lynne

From: Cosin, Wendy
Sent: Wednesday, April 20, 2011 12:05 PM
To: Delaney, Diane; Ahearn, Dennis; Lavin, Butch; Lasala, Donna; 'Ryan McClain'; Thygesen, Sharon; Gilbert, Mark
Cc: Nichols, Matthew; Vuicich, Kara; Rittenhouse, Robert B.; Ohlson, Lynne
Subject: Update for today's LPR data-needs meeting at 3:30

The primary purpose of today's meeting is to understand impediments to implementing the Genetec LPR equipment for parking enforcement at Alta Bates.

I just spoke with Erick Granum, field engineer from Genetec because I didn't think he was available for today's call. Turns out we can call him during our meeting, but I will pass on what I've learned. Will also review at the meeting. Donna can't attend until around 4. Robert Rittenhouse cannot attend.

I don't think there is an IT issue to meet Police Department enforcement purposes with LPR, although I didn't discuss this in detail. We can talk about this later. I think the server issue is solved, but we should confirm.

The Planning Department issue is whether we can get the information we need from LPR to understand parking behavior (are Alta Bates employees moving their cars and staying in the area more than two hours?). One way of getting this information follows.

Count the number of vehicles parked on-street without a residential parking permit during the **7 – 8 a.m.** hours that remain on-street for between 5 and 10 hours. Would need an LPR report that lists the license plate numbers of all vehicles that are on the street between 7 & 8 a.m. Extract the following data once a month for a year (frequency should be discussed):

1. Total number of these vehicles that remain in the area between 1 & 2 pm and between 3 & 4 pm
2. In each case, how many vehicles remain in the same block (illegal & presumably would receive a ticket) and how many have been moved to a different block (legal) or a different Permit Parking Area (also legal). Both are considered "impacts" under the Use Permit criteria.

One PD issue will be that PEO's don't typically work 7 – 8 a.m. We will need to discuss how this can be handled and how frequently we need this information.

Erick Granum said that there are a couple of ways of getting the data. The LPR equipment reads all of the license plates and identifies their latitude and longitude. Genetec uses a SQL 2008 database. This information can be exported to Excel, which could be sorted and reviewed manually, or a Crystal Report could be run to extract the data. I don't know if anyone in Police Department can do this, but it really isn't their problem, so I think the Planning Department would eventually need IT support to get this data. One thing we'll talk about today is how Fehr & Peers can provide analysis (cost to be paid by Alta Bates). I know one IT concern was whether geocoding would be needed – I think Fehr & Peers had a workaround for this.

Erick Granum also said if we knew the license plate numbers of the vehicles that move regularly, they could be added to a "hot list" and it would be easier to run a report of these plates (similar to looking for stolen vehicles), but we don't have that information.

Even if we don't have the ability to get the data we need for the Use Permit immediately, I'd like PD to be able to start enforcement ASAP.

Thanks all.

From: Cosin, Wendy

Sent: Thursday, April 14, 2011 4:51 PM

To: Delaney, Diane; Ahearn, Dennis; Lavin, Butch; 'LawsonD@sutterhealth.org'; 'wilson.wendt@msrlegal.com'; 'Jerry Walters'; 'PittsD@sutterhealth.org'; Rittenhouse, Robert B.; Vuicich, Kara; Lasala, Donna

Cc: Thygesen, Sharon; Gilbert, Mark; 'Ryan McClain'; Nichols, Matthew

Subject: Alta Bates LPR

Hello everyone,

City staff have been discussing several parallel efforts to use License Plate Recognition (LPR) for various purposes, resulting in some confusion. Also, we never discussed what Information Technology (IT) resources, equipment, and assistance may be needed for the Alta Bates project.

I need to shift the purpose of the meeting on Wednesday, April 20th at 3:30 in the third floor conference room of 2120 Milvia Street (Permit Service Center) to focus on the technical aspects of how LPR will work – in particular, how data will be captured and analyzed to meet the Use Permit needs for the Alta Bates project.

I don't think we need everyone invited to attend – the key external person is Ryan McClain from Fehr & Peers. I'm going to see if I can get someone from Genetec to attend. In-house, I think we just need representation from IT, Police, and me. We can have a future meeting to discuss more of the policy aspects of moving forward with the project from the Alta Bates Use Permit point of view.

Please let me know if you have any questions.

Ohlson, Lynne

From: Ahearn, Dennis
Sent: Friday, April 08, 2011 10:55 AM
To: Ohlson, Lynne; Lasala, Donna; Thygesen, Sharon
Cc: Cosin, Wendy; Delaney, Diane
Subject: RE: PayLock/Genetech Enforcement

In addition, the use of Paylock's system on an interim basis to do the Alta Bates enforcement will not work. Both Paylock units will be used Citywide and not be available to exclusively patrol the neighborhood near Alta Bates to the extent that will be required to conduct the RPP enforcement .

From: Ohlson, Lynne
Sent: Friday, April 08, 2011 10:48 AM
To: Lasala, Donna; Thygesen, Sharon
Cc: Ahearn, Dennis
Subject: FW: PayLock/Genetech Enforcement

Just to keep the discussion on target. We did not purchase the reader, Alta Bates did. The delivery has been made and the equipment is physically in our possession awaiting installation.

From: Upson, Erik M.
Sent: Friday, April 08, 2011 10:46 AM
To: Ohlson, Lynne
Subject: RE: Paylock/Genetech Enforcement

No once the bid was together we just put them in touch with Alta Bates to work out the purchase.

We did not go with Platescan because they do not offer a parking enforcement product. We did not go with Elsag because they backed out after Genetec threatened to sue them over proprietary issues surrounding parking enforcement technology.

Erik

From: Ohlson, Lynne
Sent: Friday, April 08, 2011 10:40 AM

22785

000039

To: Upson, Erik M.
Subject: FW: Paylock/Genetech Enforcement

Refresh my memory, did we buy the LPR for Alta Bates and they reimbursed us or did they buy it and give it to us?

From: Cosin, Wendy
Sent: Friday, April 08, 2011 10:05 AM
To: Lasala, Donna
Cc: Ahearn, Dennis; Ohlson, Lynne; Thygesen, Sharon; Delaney, Diane; Lavin, Butch; Rittenhouse, Robert B.; Vuicich, Kara; Daniel, Christine; Gilbert, Mark
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Subject: FW: Paylock/Genetech Enforcement

Ohlson, Lynne

From: Lasala, Donna
Sent: Friday, April 08, 2011 10:17 AM
To: Cosin, Wendy
Cc: Ahearn, Dennis; Ohlson, Lynne; Thygesen, Sharon; Delaney, Diane; Lavin, Butch; Rittenhouse, Robert B.; Vuicich, Kara; Daniel, Christine; Gilbert, Mark
Subject: RE: Paylock/Genetech Enforcement

Thanks, Wendy. This is very helpful. At our meeting on Friday, I'll be asking the consultants more about this "data matching program".

Donna LaSala, Director
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Martin Luther King, Jr. Civic Center
2180 Milvia Street, 4th Floor Berkeley, CA 94704
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Subject: FW: Paylock/Genetech Enforcement

Hi Donna,

Here are several e-mails put together about the alternative systems for LPR. Also, I have had back and forth on data needs with our traffic consultants. In brief, the simplest version of my understanding (confirmed with traffic consultants) of the data that we need for Alta Bates Use Permit monitoring is as follows.

- i. **Methodology:** Count the number of vehicles parked on-street without a residential parking permit during the 7 – 8 a.m. hours that remain on-street for between 5 and 10 hours. Would need an LPR report that lists the license plate numbers of all vehicles that are on the street between 7 & 8 a.m. Extract the following data:
 1. Total number of these vehicles that remain in the area between 1 & 2 pm and between 3 & 4 pm
 2. In each case, how many vehicles remain in the same block (illegal) and how many have been moved to a different block (legal). Both are considered "impacts" under the Use Permit criteria. It would be interesting to compare the two categories, but not essential.
 3. For analysis purposes, just need to retain the plate number data until the matching program processes it.

Additional information is in the attached document, which suggests that we also may want to do an occupancy survey of the area; however, this is not needed at this point. The traffic consultants say they will do the data analysis at least the first couple of times.

I've also attached the letter agreement when Alta Bates agreed to purchase LPR equipment (ELSAG!) and give it to the City. Subsequently, I guess PD purchased Genetec and the Council accepted the donation of the money. I don't have that documentation handy. I don't see a problem either way. All everyone wants is for us to do increased enforcement because we have a difficult use permit situation. Thanks for helping move this along!

From: Cosin, Wendy
Sent: Thursday, April 07, 2011 4:23 PM
To: Ryan McClain; Jerry Walters
Cc: Ahearn, Dennis; Rittenhouse, Robert B.
Subject: RE: LPR implementation

Thanks Ryan. I'm surprised because I thought we wanted ELSAG after Platescan didn't work out. Copying the PD also.

From: Ryan McClain [mailto:R.McClain@fehrrandpeers.com]
Sent: Thursday, April 07, 2011 2:15 PM
To: Cosin, Wendy; Jerry Walters
Subject: RE: LPR implementation

Hi Wendy,
Back in 2009 we tested the Platescan system with the police department. I'm not familiar with Genetec or ELSAG, but can do some research and get back to you next week.

Quickly looking at ELSAG's website, it doesn't look like their system is geared towards parking enforcement, but instead focuses on matching license plates to a database of criminals, stolen vehicles, vehicles that are delinquent on fines, etc. I have a call into them to get more information, but the Police Department may already know if there's parking enforcement capabilities. Genetec, on the other hand, does have a specific system geared towards parking time limit enforcement.

Again, I'll be able to look into this more next week, and will let you know what I find out.

Thanks,
Ryan

Ryan McClain, PE
FEHR & PEERS
T 925.930.7100 x2102

From: Cosin, Wendy [mailto:WCosin@ci.berkeley.ca.us]
Sent: Thursday, April 07, 2011 11:08 AM
To: Jerry Walters
Cc: Ryan McClain
Subject: RE: LPR implementation

The City now has both the Genetec equipment purchased by ABMC for the City and ELSAG, purchased by the Police Department for "Paylock" booting services. They could get up and running on ELSAG faster – are you familiar with both and do you have an opinion about their relative merit for our purposes?

From: Cosin, Wendy
Sent: Thursday, April 07, 2011 8:05 AM

To: Lasala, Donna
Subject: RE: Paylock/Genetech Enforcement

Thanks Donna. No, it doesn't matter which system we use. I plan to contact the traffic consultants today re: our data needs. I think they are familiar with both systems.

From: Lasala, Donna
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To: Cosin, Wendy
Subject: Paylock/Genetech Enforcement

Hi Wendy –

I am trying to figure out if there are any creative ways to get you what you need ASAP within the ridiculous staffing constraints that I have right now.

Is there a reason the City couldn't elect to use the Paylock MLPRs for the Alta Bates enforcement process - - at least to start? Is there some technical reason we can't do this? Political? Contractual? My understanding from yesterday was that your top priority was the enforcement, so if we can get the enforcement, does it matter which system we use?

We are working our butts off to get Paylock up and running, and integrated with our internal databases. To have the Genetech project come out of left field, and try to figure out that system's integration, connectivity, and data issues is more work than I think anybody realized, and getting it done will not be as quick as you seem to need it to be.

I'm not necessarily advocating for this, just trying to figure out if it is an option worth exploring.

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Ohlson, Lynne

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Attachments: Alta Bates LPR Implementation.docx; DOC040811.pdf

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Alta Bates Area LPR Implementation

1. Increased enforcement

- a. Inform neighbors at least 2 weeks in advance
- b. No data needs although it would be good to track citation trends

2. Use Permit Monitoring

- a. Primary Goal : Compare ABMC employee parking behavior with the Fehr & Peers (F&P) monitoring from 2004 – 2009.
 - i. Follow F&P methodology. Ideally, use LPR to get the following data before increased enforcement.
 - ii. Then, collect data one month after regular, increased enforcement. Once we see the data, decide how often to collect.
 - iii. **Methodology: Count the number of vehicles parked on-street without a residential parking permit during the 7 – 8 a.m. hours that remain on-street for between 5 and 10 hours. Would need an LPR report that lists the license plate numbers of all vehicles that are on the street between 7 & 8 a.m. Extract the following data:**
 1. Total number of these vehicles that remain in the area between 1 & 2 pm and between 3 & 4 pm
 2. In each case, how many vehicles remain in the same block (illegal) and how many have been moved to a different block (legal). Both are considered “impacts” under the Use Permit criteria. It would be interesting to compare the two categories, but not essential.
 3. For analysis purposes, just need to retain the plate number data until the matching program processes it.
 - iv. F&P should assist with laying out the route for LPR survey
 - v. Verify the amount of time for P&D to drive the whole area
 - vi. We have a tentative scope of work for Fehr and Peers to set up a spreadsheet and conduct the analysis.
 - vii. Discuss a better methodology for the future.

3. There are other issues that will still need attention in the future:

- a. Parking garage trends: If increased enforcement leads to more employees parking in the garage, are visitors being forced into the streets? (In F&P scope)
- b. Compare use of off-site lots and shuttle to see if there is increased use after LPR kicks in. Is there on-going information available, or does ABMC have to get this data before LPR starts? (In F&P scope)
- c. Other? F&P suggestion: Actual on-street occupancy levels by time of day by: permit holders, legal short-term parkers, violators. So we can determine whether effect is to shift short termers to street when long-terms shift to garage, possibly resulting in similar on street occupancies.

- i. Discussion: WC comment: Since we have the permit holders in the system and we will have the violators in the system, maybe it is as “simple” as running a query to spit out the information. However, this approach would include the people who “legally” move their vehicles to another block as legal, short term parkers, even though the AIL analysis will count these vehicles in a different way. None of us have seen the data management aspect of this, so this sounds more complex. Also this information is probably not strictly required as part of the AIL analysis, however, if ABMC is requesting changes to their UP conditions to eliminate or change monitoring, I agree that it is important information to provide.
 - ii. Response from F&P: The information is not essential, but it should be possible to obtain. It would not identify Alta Bates specific role in legal short-term parking, but would just give a general sense of whether the total amount of parking on the street will have benefited from LPR, above and beyond whether Alta Bates and other illegal parking will have decreased. If there is any extra effort or sensitivity involved in gathering and reporting the information, it would not be worth doing.
4. Before ABMC goes back to ZAB, we will need to review all of the other data collected annually by F&P to see what context needs to be provided and what updates should be included for ZAB review.



**Alta Bates Summit
Medical Center**

A Sutter Health Affiliate

May 24, 2010

VIA EMAIL

Phil Kamlarz
City Manager
City of Berkeley
2180 Milvia Street
Berkeley, CA 94704

Dan Marks
Director of Planning
City of Berkeley
2120 Milvia Street
Berkeley, CA 94704

Re: Agreement Between City of Berkeley and Alta Bates Summit Medical Center Regarding
Parking Enforcement By Mobile License Plate Reader

Gentlemen:

Thank you again for your involvement in our meeting on April 20 with Mayor Bates, Julie Sinai and Lieutenant Erik Upson from the Traffic Bureau of the Police Department. This meeting was in response to my letter to the Mayor of December 18, 2009 and was very productive. The purpose of this letter is to document the agreements reached in that meeting.

At Mayor Bates' suggestion, the Police Department has agreed that a pilot program testing the effectiveness of parking enforcement using the Elsag North America equipment outlined in the attachment to this letter would be desirable and might lead to implementation of the same technology throughout the City. The Medical Center is interested because of its obligations under their hospital use permit and the possibility that the Elsag equipment may provide a more effective and as yet unexamined mitigation measure to more effectively control parking in the neighborhood. The agreements reached in our meeting are as follows:

1. The City of Berkeley and the Medical Center agree that if monitoring were conducted in 2010 in the same manner as it has been conducted in prior years, it would likely result in findings of nonconformance, as it has in the recent past, and therefore that there is no purpose or benefit to such monitoring.
2. Accordingly, the City and the Medical Center agree that the yearly traffic monitoring requirement under the Medical Center use permit shall be foregone for the year 2010, and the Medical Center will not be required to go to the expense of the annual monitoring for this year.

Phil Kamlarz
Dan Marks
May 24, 2010
Page 2

Rather, the Medical Center and the City will conduct a different type of analysis that also involves mitigation, which is intended to develop a solution for noncompliance, as set forth below.

3. The Medical Center will expend up to \$52,000 to acquire the Elsag equipment detailed in the attachment and, if necessary, an annual maintenance contract for the first year of ownership (it may be that the first year maintenance contract is included in the purchase price). The Medical Center will then donate this equipment to the Police Department and cause an assignment of license rights and any warranties issued by the seller of the equipment. The understanding is that the Police Department will then use the equipment in the 14-block residential area ("Core Area" as defined in the use permit) surrounding the Medical Center to provide parking enforcement.

→ 4. The City shall design and implement a pilot program for parking enforcement utilizing the Elsag equipment. The parameters and requirements of the pilot program shall be designed jointly by the City, the Police Department and the Medical Center and will utilize advice from Fehr & Peers, the traffic consultant who has performed all of the prior traffic and parking monitoring activities for the City and the Medical Center. The pilot program shall produce data and information required for the City's purposes and also will address and provide information required by the Medical Center to determine whether mitigation of parking and traffic impacts in the core area around the hospital has occurred.

5. If the pilot program is deemed successful by the City after consultation with the Medical Center, the City will work cooperatively with the Medical Center to draft and submit to the entitlement process a proposed modification to the existing use permit to delete permanently the requirements for annual monitoring and to implement some of the other mitigation measures which have been discussed relating to truck spillover on Regent Street and ambulance blockage on Colby Street.

6. No later than November, 2010, the City and the Medical Center will confer with the Police Department to determine whether the pilot program has proved successful and whether further use and application of the Elsag equipment will provide sufficient mitigation of traffic and parking impacts. If it is determined that the pilot program is not successful, then the police shall return the Elsag equipment and any licenses for its use to the Medical Center.

We appreciate your personal involvement in this matter and Mayor Bates' suggestion of this innovative method of approaching a mutual problem. Obviously, if the pilot program does not prove successful neither party is waiving any claims or defenses under the use permit and the requirements of its implementation. If you agree that this letter constitutes an accurate rendition of what was agreed upon at our meeting and how we will move forward, please sign and return an electronic or hard copy to the undersigned.

Phil Kamlarz
Dan Marks
May 24, 2010
Page 3

Very truly yours,



Deborah Plitts-Cameron
Manager of Public Affairs

cc: Mayor Tom Bates
City Attorney
Wendy Cosin
Wilson F. Wendt

Agreed to this 27 day of May, 2010.

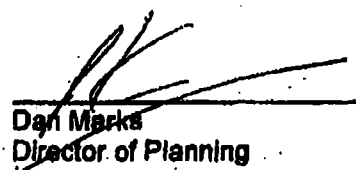
CITY OF BERKELEY

CITY OF BERKELEY

By:


Phil Kamlarz
City Manager

By:


Dan Marks
Director of Planning



ELSAG North America

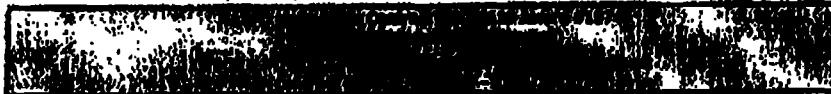
432 Clocktower Commons
Brewster, NY 10509

Duns # 298140821
Phones 866-9MPH900 (867-4900)
Fax 326-379-7164

Delivered to:
Lt. Erik Olsen
Traffic Bureau Commander
Berkeley Police Department
(510) 881-5989
esolson@berkeley.ca.gov

3/20/2010
QUOTATION

Quotation valid until: May 18, 2010
Prepared by: Tony Roberts
Projected Arrival Date: TBD



MPH-90003 (Trans)	Mobile License Plate Reader - Includes LPR Processor, 6 cameras (3 color and 3 infrared LPR in three enclosures), cables and related software. IN A TRANSPORTABLE RUGGEDIZED ELECTRONIC SUITCASE.	\$18,555	1	\$18,555.00
MPH-90003INSTALL	Charge per vehicle for standard MPH-900 installation or transportable placement with magnet mounts.	\$1,390	1	\$1,390.00
MPH-900 OPC	Operations Center License designed to coordinate multiple fixed and mobile units across.	\$975	1	\$975.00
MPH-900 PARKING MODULE	Parking specific application that allows the user to execute virtual chalking; software identification leading to books and tags; parking permit enforcement; ticketing	\$28,399	1	\$28,399.00
Phone Support	24 Hour Telephone Support by qualified MPH-900 technicians			FREE
ON-SITE TRAINING	Included in the purchase of both transportable and permanent MPH-900 installations available in group and individual sessions.			FREE
TRAINING CENTER MEMBERSHIP	Unlimited access to ELSAG North America training classes held either in the field or at Company Facilities.			FREE
			TOTAL	

Service Plan for goods and services provided by the above items

Year	Price	Hardware and Software	Due Date
Year I	\$1,200	Hardware and Software	1 year after receipt
Year II	\$1,200	Hardware and Software	2 years after receipt
Year III	\$1,200	Hardware and Software	3 years after receipt
Year IV	\$1,200	Hardware and Software	4 years after receipt
Annual	\$1,000	Software Only	5 years after receipt

Service Plan Includes:
- Software Updates
- Annual Training/Service
- Parts & Labor

Approval Signature: _____

Ohlson, Lynne

From: Gilbert, Mark
Sent: Wednesday, March 16, 2011 4:44 PM
To: Ohlson, Lynne
Cc: Lasala, Donna
Subject: Unanticipated cost with Alta Bates LPR solution

Lynne,

To the best of my ability, below are the list of items that could result in unanticipated costs for the Alta Bates LPR solution. Items 1 – 3 should all be resolved with the implementation of the public safety virtual server cluster and data warehouse solution.

- 1) Back end application server
- 2) Back end database server
- 3) Database software for LPR program data storage
- 4) Potential costs associated with receiving "hot list" data from third-party such as Duncan

Please let me know if this is not what you needed.

Mark E. Gilbert
City of Berkeley, Department of Information Technology
2180 Milvia St, 4th Floor
Berkeley, CA 94704
510-981-6528 (P) 510-981-6560 (F) 510-981-6525 (Help Desk)
www.cityofberkeley.info

Ohlson, Lynne

From: Gilbert, Mark
Sent: Friday, March 18, 2011 12:08 PM
To: Ohlson, Lynne
Cc: Lasala, Donna; Rodriguez, Ernesto
Subject: RE: Unanticipated cost with Alta Bates LPR solution

Lynne,

As requested, below are estimates for unanticipated costs associated with the Alta Bates LPR back-end. As we discussed, these estimates are not above and beyond the necessary costs agreed to for the PS data warehouse and virtual server infrastructure for this project and other identified legacy systems. These are estimates of what it would cost to implement the Alta Bates LPR back-end as a stand-alone application and storage infrastructure. Please let me know if you have questions.

Approximate Costs

Application Server: \$7,000

Database Server: \$7,000

Database software licenses: \$11,000 (supporting up to approximately 30 users accessing the system)

Integration with third-party for 'hot list' data: \$9,000

Mark E. Gilbert, Department of Information Technology
Programmer/Analyst
(510) 981-6528 (P) (510) 981-6560 (F)

From: Ohlson, Lynne
Sent: Thursday, March 17, 2011 6:02 PM
To: Gilbert, Mark
Subject: RE: Unanticipated cost with Alta Bates LPR solution

Exactly what I need. The next step, is: Can you identify a cost for these items? The Chief needs it for his meeting with Phil. Friday, of course. But not until 1.

I think that the two servers are easy to cost but is there a known cost for the database software?

Sorry.

From: Gilbert, Mark
Sent: Wednesday, March 16, 2011 4:44 PM
To: Ohlson, Lynne
Cc: Lasala, Donna
Subject: Unanticipated cost with Alta Bates LPR solution

Lynne,

To the best of my ability, below are the list of items that could result in unanticipated costs for the Alta Bates LPR solution. Items 1 – 3 should all be resolved with the implementation of the public safety virtual server cluster and data warehouse solution.

- 1) Back end application server
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Please let me know if this is not what you needed.

Mark E. Gilbert

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www.cityofberkeley.info

Ohlson, Lynne

From: Gilbert, Mark
Sent: Thursday, May 12, 2011 5:59 PM
To: Meehan, Michael; Ohlson, Lynne
Cc: Lasala, Donna; Rodriguez, Ernesto; Thygesen, Sharon
Subject: Police Projects Status Update: May 2011

In preparation for next week's monthly Police/IT meeting on May 18th, below is a high-level update of high-priority projects. I will be out of the office Friday, Monday, and Tuesday so if you have new agenda items please email them to me and I will add them to new business at our next meeting.

Mobile Field Reporting

- We have exceeded 2000 reports submitted. Additional forms revisions are on-going with Mobile Support.
- We are tracking a server stability issue and receive regular status updates from our Customer Support Account Manager on their review. New protocols are in place for outage triage.

PS Virtual Server Infrastructure

- Two node cluster online and ready.
- IT is working on provisioning a database and application server to receive the DISC Image upgrade/migration.
- Additional new projects to be scoped and prioritized by police and IT.

vBulletin & Alta Bates ALPR

- Two node cluster online and ready.
- Police, Planning, and IT working together on scoping the Alta Bates project. Key questions about operation and data needs have been identified and assigned.
- Additional scoping questions for vBulletin have been identified and will be addressed with the project stakeholder.

Mark E. Gilbert

City of Berkeley, Department of Information Technology
2180 Milvia St, 4th Floor
Berkeley, CA 94704
510-981-6528 (P) 510-981-6560 (F) 510-981-6525 (Help Desk)
www.cityofberkeley.info

Ohlson, Lynne

From: Hart, Alyson L.
Sent: Wednesday, October 26, 2011 11:21 AM
To: Harris, Cynthia; Ohlson, Lynne; Upson, Erik M.
Subject: FW: Booting Program

I will be bringing this up tomorrow at staff.

Alyson

From: Delaney, Diane
Sent: Wednesday, October 26, 2011 10:15 AM
To: Hart, Alyson L.
Subject: Booting Program

Acting Captain Hart,

As expected, we are seeing a few things that need to be tweaked or addressed after our first full week of booting. Specifically, I would like to bring forth an issue for your consideration that I feel is an important one and ask that you forward this up the chain of command.

We currently have a gap in our process because DMV info is not current and is not part of our system of checks and balances. We are seeing and will continue to see cars booted when registered owners have actually made payments to DMV but for which we have no knowledge. In these cases, customers are booted because our systems show that they're eligible. They are then required to prove they've paid DMV and undergo the hassle of boot removal and a trip to City finance with proof of payment when they were in compliance all along. (So far, the customers caught in this situation have had receipts showing payment but it's quite likely that another trip to DMV for a copy of their receipt would also be necessary.)

As I understand it, DMV charges \$3.00 per ticket for the citation information to be uploaded monthly to auto-process, (Duncan Solutions) but to date, we have opted not to pay for that service. Because we are not receiving timely updates from DMV (and at once a month we will still have a gap but a significantly lesser one) we are accepting that cars will be booted in error. I would like your thoughts and consideration to participating in the DMV program and paying for the service in order to better serve our customers and close the gap in our process to the best of our ability. With the recovery of funds generated from this program, I believe it makes sense to commit some of these funds to tightening up our process or to otherwise fund this service.

Respectfully,

Lt. Delaney

Ohlson, Lynne

From: Jenny Chew [jenchew@sbcglobal.net]
Sent: Tuesday, March 22, 2011 11:54 PM
To: Ohlson, Lynne
Cc: Hicks, Robert; Riche, Rosario; Tam, Marvin
Subject: Paylock

Lynne,

As I am having trouble with City's email system, I am writing to you using my own email.

Tomorrow being the day for the Paylock conference call, I know you wish to find out what Finance has done so far with the discussion about Finance requirements. With a meeting conflict tomorrow, I'll not be able to attend the conference call. Please provide the committee the following status report on our behalf.

At the moment, the Finance group consists of Rosario, Marvin and me in consultation with Bob. So far, Paylock has provided us with workflow and reports for our review to gain an understanding of how Paylock works.

The Finance plan is outlined below..

1. A Finance meeting will be held this Thursday to discuss Finance requirements, documents received to date and my comments about the reports..
2. We plan for site visits: Sacramento and City of Oakland. I'll arrange for the site visits as soon as I have the contact names. You are welcome to come with us.
3. Debrief and discuss proposed contract language in Exhibit C.

Would you mind asking Paylock to provide contact names for City of Oakland and Sacramento?

Thanks.

Jenny

Ohlson, Lynne

From: Kusmiss, Mary C.
Sent: Tuesday, October 18, 2011 2:52 PM
To: All Police
Subject: SmartBoot Program Update - Important Information For Officers and Talking Points if needed.

SmartBoot Program Update

- The SmartBooting Program officially started today, Tuesday, October 18, 2011.
- The Booting Program is in place for 22651(i) CVC tows (*i tows*) only. Vehicles that have five or more unpaid parking citations that are 30 days old or older.
- *All i Tows are being handled by the BPD Booting team only.*
- If an officer finds an *i tow* eligible vehicle, he/she should call the main BPD Traffic Bureau phone line at (510) 981- 5890 line and provide the location, vehicle description and license plate.
- If the vehicle is also tow eligible for another issue such as a 22651(O)CVC, ("*O tow*") the officer can tow it.
- Other questions or referrals can be answered by the City of Berkeley 311 Community/Customer Service line or the Paylock Boot Release Line - 877-205-5566.
- Those motorists that chose to make a cash payment can do so at the City of Berkeley Finance Center, 1947 Center Street Monday - Thursdays - 0830-1600 hours.
and on Fridays at the Public Safety Building Front Counter - 0800-1700 hours.
- If you are called upon/assigned to do an assisted release, *you keep the boot and leave in the patrol sergeants for pick up by the Boot team.*
- Customer Service is a key component of the new program. Motorists with booted vehicles now have access to people and procedures 24 hours a day.
Most motorists can reconcile their outstanding citation debt in minutes with a cell phone and a major credit card.

Sgt. MC Kusmiss
City of Berkeley Police Department
Public Information Officer
Office of the Chief of Police
(510)981-5780
Mon-Thurs 9am-7pm

Ohlson, Lynne

From: Kusmiss, Mary C.
Sent: Thursday, October 13, 2011 6:22 PM
To: Ahearn, Dennis; Harris, Cynthia; Ohlson, Lynne; Upson, Erik M.; Velasquez, Brenda
Cc: Dong, Gil; Delaney, Diane; Dougherty, Michael L.; Files, Randolph; Frankel, David A.; Greenwood, Andrew; Hart, Alyson L.; Morizono, Matt; Reece, David K.; Rolleri, Rico; Schofield, Kevin M.; Spiller, Edward; Cardoza, Benjamin; Craig, Guy; Curtin, Tom; Fomby II, Spencer; Friedman, Jack; Hong, Peter J.; Huynh, Van Du N.; Murphy, Emily J.; Nonoguchi, Howard; Phillips, Amber; Rateaver, Andrew; Reece, Kevin A.; Ross, Sean B.; Smith, Katherine; Tate, Jennifer; White, David; Coats, Jennifer R.; Delaluna, Patricia; Hawk, Angela F.; Lindenau, David; Louis, Jennifer A.; Montgomery, Daniel R.; Okies, Joseph; Polizziani, Stephanie; Rittenhouse, Robert B.; Sabins, Todd; Stines, Christian O.; Wilson, Brian D.; Wilson, Jennifer S.; Melero, Cesar; White, Byron E.
Subject: FW: Reminder ! City of Berkeley Smart Boot Program Starting Soon - Public Distribution
Importance: High

This went out to my community distribution lists and I have asked the ACs to send it to theirs as well. We are giving community members ample notice (2 weeks) as the Media conference was October 4 and we will be sending this reminder and one on Monday.

Thanks Much.

Mary S-6
Sgt. MC Kusmiss
City of Berkeley Police Department
Public Information Officer
Office of the Chief of Police
(510)981-5780
Mon-Thurs 9am-7pm

From: Kusmiss, Mary C.
Sent: Thursday, October 13, 2011 4:42 PM
To: Kusmiss, Mary C.
Subject: Reminder ! City of Berkeley Smart Boot Program Starting Soon - Public Distribution

Community Members,

If you missed the news on October 4, 2011 (BPD had a media conference and the word was getting out) or appreciate reminders, here it is. Please review the information below as it may be relevant to you or someone you know. Please share this email with whomever you wish. Any and all exposure is most welcome. Here is a link to the page on our website as well.

<http://www.cityofberkeley.info/ContentDisplay.aspx?id=75094>

Berkeley Smart Boot Program

Beginning October 18, 2011 the City of Berkeley will begin "booting" vehicles that have **5 or more** outstanding parking citations that are more than 30 days old. This program is a substitute to the current practice of towing an eligible car and then impounding those vehicles.

Under the previous system, drivers or owners of impounded cars would have to go to the City of Berkeley Customer Service Center and the City of Berkeley Police Department (BPD) before being able to retrieve their cars from the impound lot.

Under the Smart Boot Program, motorists can call the Paylock 24-hour Help Center and pay their citations over the phone.

They can then release the boot from the car and return it at their convenience.

Frequently Asked Questions

When does the program start?

This program is scheduled to start October 18, 2011.

How do I get the boot off of my car?

You can call the Paylock Boot Release Line to make a payment over the phone.

The phone number is **877-205-5566**. Once you make payment, you will be able to remove the device yourself.

What do I do with the boot?

Paylock SmartBoots may be returned to:

Avenue Towing

1429 San Pablo Ave

Berkeley, CA 94702

M-F (8am - 5pm) Call 510-524-2400 for drop off outside of office hours

*No payments will be accepted at this location

I want to pay in person. Where can I pay?

Berkeley Finance Department

1947 Center Street

Berkeley, CA 94704

M-Th (8:30am - 4pm)

Closed Fri, Sat, Sun and Holidays

How long do I have until my vehicle is towed?

If the vehicle is parked legally, a 48 hour grace period will be given from the time the vehicle is booted until the vehicle is towed.

What makes my vehicle boot eligible?

A vehicle becomes boot eligible when it has 5 or more unpaid (outstanding) parking citations that are 30 days or older.

If a driver calls 311, who can they be referred to?

311 Customer Service Operators will direct all booted motorists to the **877-205-5566** number for the Boot Release Line.

There is a strange vehicle in my neighborhood with cameras on it, why?

The vehicle you see is the Berkeley booting vehicle. The cameras scan license plates to identify vehicles with outstanding parking citations and to determine if they are boot eligible.

I do not want to be booted, how should I pay for my tickets?

Go to the "Online Payment" section of <http://www.cityofberkeley.info/online-service-center>

My Best,
Mary S-6

Sgt. MC Kusmiss
City of Berkeley Police Department
Public Information Officer
Office of the Chief of Police
(510)981-5780
Mon-Thurs 9am-7pm

Ohlson, Lynne

From: Lasala, Donna
Sent: Wednesday, March 09, 2011 12:36 PM
To: Ahearn, Dennis; Ohlson, Lynne
Cc: Gilbert, Mark; Meehan, Michael
Subject: RE: LPR/ABMC

Lynne & Dennis –

IT will defer any requests for information to PD as the project lead. However, we are a resource for you. If you need info, just let us know. I feel like we need to make sure folks understand that this is a PD project, and there can only be one captain of the ship (so don't come talking to the folks in the engine room). If you'd like to follow a different approach, we are flexible - - just let us know.

Here to help as you deem most appropriate...

Donna

Donna LaSala, Director
City of Berkeley, Department of Information Technology
Martin Luther King, Jr. Civic Center
2180 Milvia Street, 4th Floor Berkeley, CA 94704
Phone: (510) 981-6541 **Fax:** (510) 981-6560
Website: www.CityOfBerkeley.info

From: Cosin, Wendy
Sent: Wednesday, March 09, 2011 12:00 PM
To: Lasala, Donna; Gilbert, Mark; Ahearn, Dennis; Ohlson, Lynne
Subject: RE: LPR/ABMC

Can someone update me on the outcome of last week's meeting re: \$\$ and timing for PD servers for LPR?

I need to keep neighbors and Councilmember Worthington informed.

Thx.

Wendy Cosin, Deputy Planning Director
2118 Milvia Street, Berkeley, CA 94704
wcotin@CityofBerkeley.info
Phone: 510-981-7402; Fax: 510-981-7470

Please note that City offices are closed on Friday, March 11 and 25 as a cost-savings measure.

From: Cosin, Wendy
Sent: Friday, March 04, 2011 8:59 AM
To: Lasala, Donna; Gilbert, Mark
Subject: FW: LPR/ABMC

Hi, I just spoke w/ Captain Ahearn about the LPR server issue. I've also spoken with Rob Rittenhouse, Matt Nichols, & Rich Carrillo. Can one of you call me before your meeting this a.m. My interest is, of course, getting the PD server issue resolved before Traffic Engineering actually purchases their LPR equipment, which probably won't be until the end of the calendar year, so PD can start using their equipment ASAP.

From: Cosin, Wendy
Sent: Friday, March 04, 2011 8:40 AM
To: Ahearn, Dennis
Subject: LPR/ABMC

Hi Dennis,
I just left you a VM re: timing for getting your server so you can start to use the LPR equipment at ABMC. If there is a meeting on this, I'd be interested in attending or at least speaking directly with you before the meeting. Thx.

Wendy Cosin, Deputy Planning Director
2118 Milvia Street, Berkeley, CA 94704
wcasin@CityofBerkeley.info
Phone: 510-981-7402; Fax: 510-981-7470

Planning Department Website: <http://www.CityofBerkeley.info/planning>

Ohlson, Lynne

From: Ohlson, Lynne
Sent: Monday, January 31, 2011 12:21 PM
To: Vuicich, Kara
Subject: RE: Materials for kick-off meeting for grant funded parking and TDM projects on 2/1

Kara, I was not able to open the folder to review the materials. Would you mind sending them as attachments. I have a conflict for tomorrow's meeting but wanted to review in order to advise Dennis before he attends. Thanks Lynne

From: Vuicich, Kara
Sent: Wednesday, January 26, 2011 11:44 AM
To: Daniel, Christine; Javandel, Farid; Clough, Andrew; Perry, Danette; Cogley, Jennifer; Carrillo, Richard E.; Ohlson, Lynne; Malek-Zadeh, Lisa K.; Nichols, Matthew; Ahearn, Dennis
Subject: Materials for kick-off meeting for grant funded parking and TDM projects on 2/1

Hello everyone:

The materials for our meeting on Tuesday, Feb. 1 are located here: [S:\Team-Folders\PublicWorks\(DHABR\)\Transportation\Parking\Parking and TDM Grant Projects\Meeting Materials for 02-01-11](S:\Team-Folders\PublicWorks(DHABR)\Transportation\Parking\Parking and TDM Grant Projects\Meeting Materials for 02-01-11). The materials include the meeting agenda, the Draft Project Plan (scope of work for the combined projects), the Climate Initiatives grant budget only, a combined budget for both the Value Pricing and Climate Initiatives projects, and a schedule for both projects.

You will notice that the scope, schedule and budget are still very general in a lot of places; however one of the first project tasks is to do much more detailed project planning. That said, we'd still like to get your initial feedback/questions at this stage of the process. One of the other key objectives of this meeting will be to discuss immediate next steps, particularly the process for continued inter-departmental collaboration.

If you have any problems accessing these documents, please let me know, and I can get the files to you a different way. We'll have time for some questions and discussion at the meeting, but if you have any questions beforehand, please feel free to call/email me or Matt. We're looking forward to working with everyone!

Thanks,
Kara

Kara Vuicich, AICP
Associate Planner
City of Berkeley Transportation Division, Public Works Dept.
1947 Center Street, 3rd Floor
Berkeley, CA 94704
ph: 510-981-7064
fx: 510-981-7060
www.cityofberkeley.info/transportation

Ohlson, Lynne

From: Gilbert, Mark
Sent: Friday, October 29, 2010 9:34 AM
To: Rittenhouse, Robert B.
Cc: Delaney, Diane; Ohlson, Lynne; Rodriguez, Ernesto
Subject: RE: Meeting yesterday - information that you requested

Sgt. Rittenhouse,

I spoke with Bob Tsiskakis from Genetec this morning regarding the LPR system. Bob is the project manager and provided me with some additional information.

There are additional back-office components that are going to need to be purchased and put into place for the system to be functional by your November 22nd date. Given the work load with other PD projects, I'm going to need to review these needs with Lynne Ohlson to determine priorities and funding.

Additional purchases for the back-office include a server, additional database software, and a method for uploading the data from the laptop to the central server.

Can you confirm that Genetec will be providing the laptop for the car? Bob was not certain. If not, that will be an additional purchase by PD.

We are also going to need to know if you intend to keep all camera "reads" on the system or just the "hits" and for how long you want to keep them. This will determine the size requirements for the database software and which versions we need. The vendor will provide a version of the database that is limited in storage capacity. If you choose to store more for longer than the database software will have to be upgraded to a PD purchased version.

I'm going to do my best to get this moving along in order to meet your deadline. I will discuss with our senior staff next Tuesday and with Lynne the next time I see her. I will keep you updated.

Mark E. Gilbert, Department of Information Technology
Programmer/Analyst
(510) 981-6528 (P) (510) 981-6560 (F)

From: Rittenhouse, Robert B.
Sent: Thursday, October 21, 2010 3:08 PM
To: Gilbert, Mark
Cc: Delaney, Diane
Subject: FW: Meeting yesterday - information that you requested

Mark,

Attached are the files I received from Genetec regarding the license plate reader (LPR) system. We are scheduled to receive the equipment on November 22nd. It is my expectation that we should be ready to go once the equipment is installed in the vehicle. Genetec is providing the computer for the vehicle. What I don't know is what is needed on our side to make this system work. I have asked that and IT pro on their side contact you to make that happen. I appreciate your help with this.

If you have any questions, please let me know.

Sgt. Robert Rittenhouse

22825

000079

Traffic Bureau
Berkeley Police Department
510.981.5982
rrittenhouse@ci.berkeley.ca.us



Ohlson, Lynne

From: Nichols, Matthew
Sent: Wednesday, October 20, 2010 5:30 PM
To: Ohlson, Lynne; Smith, Brandon C.
Subject: Specs and other information on License Plate Reader equipment

Hello. I am working on the Federal grants which will fund the procurement of additional LPR equipment. We're awaiting final approval next week, but it appears that we have received the full grant, so this will be moving forward soon.

The funder is requesting any existing technical materials we have regarding our use of this equipment – specifications, usage protocols, vendor contract, etc. At this stage, it's mainly to show them what our baseline technical capacity is.

Can you please send me any technical information on the LPR project? I would also like to meet with BPD staff soon to discuss this project, and I look forward to implementing this grant with you!

Regards,

Matt Nichols
Principal Transportation Planner
City of Berkeley Public Works Dept.
1947 Center Street, 3rd Floor
Berkeley, CA 94704
(510) 981-7068
Fax: (510) 981-7060

Ohlson, Lynne

From: Cosin, Wendy
Sent: Thursday, April 14, 2011 3:23 PM
To: Lasala, Donna
Cc: Ahearn, Dennis; Delaney, Diane; Rittenhouse, Robert B.; Ohlson, Lynne
Subject: RE: Paylock/Genetech Enforcement

Donna,

I just left you a VM. The traffic consultants that we use for Alta Bates (Fehr & Peers) used a product called "PlateScan" to do a trial analysis a few years ago. They did not need to do the geocoding that you referred to in another e-mail. They printed reports and manually pulled out data. They said that parameters probably could be put into the computer so it would be less manual.

They have talked to Genetech and don't think geocoding would be needed for that either.

Do you already have a meeting scheduled for this coming Friday that might inform us re: the Alta Bates project? Should I try to get our Fehr & Peers consultants there? Or would you rather that be a separate meeting, which could include Genetech?

I have a meeting scheduled for next Wednesday, but the wrong people (and too many people) are there – we need to get our technical ducks in a row before going further.

I understand that this part of the project came out of left field for you. I'm still hopeful that there is not necessarily a big IT piece involved. My first priority is to get increased enforcement going and to address the details of the reporting needs later if necessary. That said, I want to be sure we all understand what can and cannot be done.

Wendy Cosin, Deputy Planning Director
2118 Milvia Street, Berkeley, CA 94704
wcosin@CityofBerkeley.info
Phone: 510-981-7402; Fax: 510-981-7470
Planning Department Website: <http://www.CityofBerkeley.info/planning>

Please note: I will be out of the office Monday and Tuesday, April 18 & 19th. Also, City offices are closed on Friday, April 22nd, although I plan to be working.

From: Lasala, Donna
Sent: Friday, April 08, 2011 10:17 AM
To: Cosin, Wendy
Cc: Ahearn, Dennis; Ohlson, Lynne; Thygesen, Sharon; Delaney, Diane; Lavin, Butch; Rittenhouse, Robert B.; Vuicich, Kara; Daniel, Christine; Gilbert, Mark
Subject: RE: Paylock/Genetech Enforcement

Thanks, Wendy. This is very helpful. At our meeting on Friday, I'll be asking the consultants more about this "data matching program".

Donna LaSala, Director
City of Berkeley, Department of Information Technology
Martin Luther King, Jr. Civic Center
2180 Milvia Street, 4th Floor Berkeley, CA 94704

From: Cosin, Wendy
Sent: Friday, April 08, 2011 10:05 AM
To: Lasala, Donna
Cc: Ahearn, Dennis; Ohlson, Lynne; Thygesen, Sharon; Delaney, Diane; Lavin, Butch; Rittenhouse, Robert B.; Vuicich, Kara; Daniel, Christine; Gilbert, Mark
Subject: FW: Paylock/Genetech Enforcement

Hi Donna,

Here are several e-mails put together about the alternative systems for LPR. Also, I have had back and forth on data needs with our traffic consultants. In brief, the simplest version of my understanding (confirmed with traffic consultants) of the data that we need for Alta Bates Use Permit monitoring is as follows.

- i. **Methodology:** Count the number of vehicles parked on-street without a residential parking permit during the 7 – 8 a.m. hours that remain on-street for between 5 and 10 hours. Would need an LPR report that lists the license plate numbers of all vehicles that are on the street between 7 & 8 a.m. Extract the following data:
 1. Total number of these vehicles that remain in the area between 1 & 2 pm and between 3 & 4 pm
 2. In each case, how many vehicles remain in the same block (illegal) and how many have been moved to a different block (legal). Both are considered "impacts" under the Use Permit criteria. It would be interesting to compare the two categories, but not essential.
 3. For analysis purposes, just need to retain the plate number data until the matching program processes it.

Additional information is in the attached document, which suggests that we also may want to do an occupancy survey of the area; however, this is not needed at this point. The traffic consultants say they will do the data analysis at least the first couple of times.

I've also attached the letter agreement when Alta Bates agreed to purchase LPR equipment (ELSAG!) and give it to the City. Subsequently, I guess PD purchased Genetec and the Council accepted the donation of the money. I don't have that documentation handy. I don't see a problem either way. All everyone wants is for us to do increased enforcement because we have a difficult use permit situation. Thanks for helping move this along!

From: Cosin, Wendy
Sent: Thursday, April 07, 2011 4:23 PM
To: Ryan McClain; Jerry Walters
Cc: Ahearn, Dennis; Rittenhouse, Robert B.
Subject: RE: LPR implementation

Thanks Ryan. I'm surprised because I thought we wanted ELSAG after Platescan didn't work out. Copying the PD also.

Ohlson, Lynne

From: Vuicich, Kara
Sent: Tuesday, April 12, 2011 7:54 AM
To: Ohlson, Lynne
Subject: RE: more on parking technology

You're very welcome. I'll continue to share as I find out more info.

From: Ohlson, Lynne
Sent: Monday, April 11, 2011 6:44 PM
To: Vuicich, Kara
Cc: Lasala, Donna; Delgado, Cristi; Nichols, Matthew; Perry, Danette; Ahearn, Dennis; Gilbert, Mark
Subject: Re: more on parking technology

Thanks Kara. This and the other information from Washington DC is very helpful. I think PD will discuss then when Dennis returns from vacation. I believe that information about geocodes and license plate reading for traffic studies will affect RPP and our intention to use the technology for other data collection. I appreciate you sharing your findings. Lynne

From: Vuicich, Kara
To: Ohlson, Lynne
Cc: Lasala, Donna; Delgado, Cristi; Nichols, Matthew; Perry, Danette
Sent: Mon Apr 11 16:24:12 2011
Subject: more on parking technology

I found out from the SFPark manager that ACS is a sub to Serco on the SFPark project and is working specifically on the sensor portion of the project with StreetSmart (which also provides integration with enforcement – see <http://www.streetmarttechnology.com/index.php?did=20>). Separate from the SFPark project, ACS handles SF's citation system.

Streetline (<http://www.streetlinenetworks.com/>) offers a similar product to StreetSmart, but SF had some issues with the implementation of their technology.

Interestingly, I found out that Arlington County, VA is dealing with some of the same issues we are (<http://greatergreaterwashington.org/post/9457/arlington-may-measure-parking-occupancy-with-cameras/>). I've sent an email to their parking manager to see if I can get some more information as to what they're working on and if we might be able to learn something from their experience.

-Kara

Kara Vuicich, AICP
Associate Planner
City of Berkeley Transportation Division, Public Works Dept.
1947 Center Street, 3rd Floor
Berkeley, CA 94704
ph: 510-981-7064
fx: 510-981-7060
www.cityofberkeley.info/transportation

Ohlson, Lynne

From: Gilbert, Mark
Sent: Tuesday, July 24, 2012 10:08 AM
To: Ohlson, Lynne
Subject: FYI: CRIMS & LPR Updates

Lynne,
Two updates for you.

CRIMS Interface

The original timeline for the CRIMS interface implementation had us completing testing and getting stakeholder sign-off this week. Obviously this is not the case given the extensive delays in the County completing their data mapping. I have also done some very preliminary review of the data on the CRIMS site (it's only visible to Berkeley users and not the rest of the County) and something appears very wrong with their data mapping. I have reported this to the CRIMS administrator and am waiting for direction. I'll update the timeline once I heard back from the CRIMS administrator.

LPR Update

I had a remote support session with a Genetec support supervisor last Friday. I was finally able to demonstrate to them the issues we have been having with false positives on permitted plates. The tech agreed something is not right. I am supposed to get an update from them on Wednesday as to possible causes for the issue. Until we have a plan for resolution I have advised the Traffic lieutenant that I will retain the LPR computer and they should fall back to manual chalking. All of the Planning data has already been collected and sent to their consultant so this should only impact Traffic operations, but I wanted you to be aware.

Please let me know if you have any questions.

Mark E. Gilbert

City of Berkeley, Department of Information Technology
2180 Milvia St, 4th Floor
Berkeley, CA 94704
510-981-6528 (P) 510-981-6560 (F) 510-981-6525 (Help Desk)
www.cityofberkeley.info

From: Ryan McClain [mailto:R.McClain@fehrrandpeers.com]
Sent: Thursday, April 07, 2011 2:15 PM
To: Cosin, Wendy; Jerry Walters
Subject: RE: LPR implementation

Hi Wendy,

Back in 2009 we tested the Platescan system with the police department. I'm not familiar with Genetec or ELSAG, but can do some research and get back to you next week.

Quickly looking at ELSAG's website, it doesn't look like their system is geared towards parking enforcement, but instead focuses on matching license plates to a database of criminals, stolen vehicles, vehicles that are delinquent on fines, etc. I have a call into them to get more information, but the Police Department may already know if there's parking enforcement capabilities. Genetec, on the other hand, does have a specific system geared towards parking time limit enforcement.

Again, I'll be able to look into this more next week, and will let you know what I find out.

Thanks,
Ryan

Ryan McClain, PE
FEHR & PEERS
T 925.930.7100 x2102

From: Cosin, Wendy [mailto:WCosin@ci.berkeley.ca.us]
Sent: Thursday, April 07, 2011 11:08 AM
To: Jerry Walters
Cc: Ryan McClain
Subject: RE: LPR implementation

The City now has both the Genetec equipment purchased by ABMC for the City and ELSAG, purchased by the Police Department for "Paylock" booting services. They could get up and running on ELSAG faster – are you familiar with both and do you have an opinion about their relative merit for our purposes?

From: Cosin, Wendy
Sent: Thursday, April 07, 2011 8:05 AM
To: Lasala, Donna
Subject: RE: Paylock/Genetech Enforcement

Thanks Donna. No, it doesn't matter which system we use. I plan to contact the traffic consultants today re: our data needs. I think they are familiar with both systems.

From: Lasala, Donna
Sent: Thursday, April 07, 2011 7:31 AM
To: Cosin, Wendy
Subject: Paylock/Genetech Enforcement

Hi Wendy –

I am trying to figure out if there are any creative ways to get you what you need ASAP within the ridiculous staffing constraints that I have right now.

Is there a reason the City couldn't elect to use the Paylock MLPRs for the Alta Bates enforcement process - - at least to start? Is there some technical reason we can't do this? Political? Contractual? My understanding from yesterday was that your top priority was the enforcement, so if we can get the enforcement, does it matter which system we use?

We are working our butts off to get Paylock up and running, and integrated with our internal databases. To have the Genetech project come out of left field, and try to figure out that system's integration, connectivity, and data issues is more work than I think anybody realized, and getting it done will not be as quick as you seem to need it to be.

I'm not necessarily advocating for this, just trying to figure out if it is an option worth exploring.

Donna LaSala, Director
City of Berkeley, Department of Information Technology
Martin Luther King, Jr. Civic Center
2180 Milvia Street, 4th Floor Berkeley, CA 94704
Phone: (510) 981-6541 **Fax:** (510) 981-6560
Website: www.CityOfBerkeley.info

Ohlson, Lynne

From: Meehan, Michael
Sent: Tuesday, April 12, 2011 8:41 AM
To: Ahearn, Dennis; Harris, Cynthia; Ohlson, Lynne; Upson, Erik M.
Subject: License Plate Cameras Aid in Police Investigations

http://www.nytimes.com/2011/04/12/nyregion/12plates.html?_r=2&hpw

Ohlson, Lynne

From: Delaney, Diane
Sent: Friday, March 23, 2012 1:50 PM
To: Ohlson, Lynne
Subject: Re: Budget Info - FY13, 14 & 15

I think it makes sense to continue the maintenance and support. Even if we don't continue with Alta Bates we'd be able to use it elsewhere fairly easily.

Th
Diane

On Mar 23, 2012, at 9:09 AM, "Ohlson, Lynne" <LOhlson@ci.berkeley.ca.us> wrote:

Did you get back to me? Do you think that the ABH contract will be going for the next three years?

From: Thygesen, Sharon
Sent: Friday, March 02, 2012 3:55 PM
To: Ohlson, Lynne
Subject: Budget Info - FY13, 14 & 15

Hi Lynne,
Heads up that if we keep the LPR (Genetec) past 12/31/12 PD will need to pay maintenance on it.

<image002.png>

Pls. let me know what the plan is so I can extend the contract if you want to keep it. Otherwise the contract will expire on 12/31/12 and so will the maintenance.
Thanks
Sharon

Ohlson, Lynne

From: Meehan, Michael
Sent: Wednesday, August 04, 2010 3:58 PM
To: Upson, Erik M.; Ohlson, Lynne
Subject: RE: Alta Bates LPR

Thanks.

From: Upson, Erik M.
Sent: Wednesday, August 04, 2010 3:53 PM
To: Meehan, Michael; Ohlson, Lynne
Subject: Alta Bates LPR

Just an update regarding the timeline for the implementation of LPR enforcement in the Alta Bates Area.

I just spoke to the LPR company representative. They estimate 4-6 weeks for instillation once the system is ordered.

Alta Bates will likely be placing the order tomorrow.

We will begin enforcement within a week of instillation, providing there are no technical issues that hold us back.

Additionally, it is worth mentioning that the software vendor for Elsag is already working with many of the companies we are looking to possibly partner with in the future. These companies include Paylock (booting) and Parkmobile (pay by phone). They also support LPR based permit enforcement, another option that is being explored by the city.

Regards,

Erik

Lt. Erik Upson
Traffic Bureau Commander
Berkeley Police Department
(510) 981-5983
eupson@ci.berkeley.ca.us



Ohlson, Lynne

From: Upson, Erik M.
Sent: Wednesday, June 16, 2010 10:50 PM
To: Ohlson, Lynne; Morizono, Matt
Cc: Coats, Jennifer R.
Subject: LPR Consent Item
Attachments: Consent 062710 PD LPR.doc; LPR KEY POINTS.doc

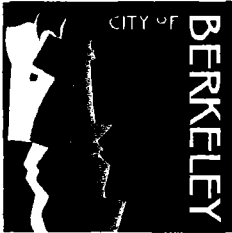
Lynne and Matt,

I made some changes the Chief had made some notes on, though most I put in the 'Key Notes' page for the Chief's information. Can you please review these? Feel free to make any changes you feel appropriate.

Jen: Can you get the original with the Chief's notes back to Matt and Lynne so they have them to compare...thx

Regards,

Erik



Office of the City Manager

CONSENT CALENDAR
July 27, 2010

To: Honorable Mayor and
Members of the City Council

From: Phil Kamlarz, City Manager

Submitted by: Michael K. Meehan, Chief of Police, Police

Subject: AGREEMENT BETWEEN CITY OF BERKELEY AND ALTA BATES
MEDICAL CENTER REGARDING PARKING ENFORCEMENT BY
MOBILE LICENSE PLATE READER

RECOMMENDATION

Adopt Resolution authorizing the City Manager to accept the donation of one ELSAG Parking Enforcement License Plate Reader system from Alta Bates Medical Center to enhance the enforcement of residential parking rules in the 14-block residential area ("Core Area" as defined in the use permit) surrounding the Alta Bates Medical Center.

FISCAL IMPACTS OF RECOMMENDATION

The cost of the ELSAG License Plate Reading (LPR) system is \$49,279. The first year of the service contract is free. ABMC will absorb these costs. There will be a small cost associated with the training-up of staff. This will amount to no more than eight hours per month for the first six months, as Parking Enforcement Officers rotate for their first time through the LPR beat. The cost associated with this training will be approximately \$229.00 per month for six months, totaling \$1,374. No extra staff time will be necessary, as this will be assigned to a pre-existing beat for the trial period. Subsequent service contracts in the second through fourth year will be \$1,600 per year. In the fifth and subsequent years the cost will be \$1,000 per year. These costs will be off-set by the increased efficiency provided by this equipment in both speed and accuracy. The speed of the LPR system should allow twice as many passes through the affected area.

(FY 10 \$0; FY 11 \$2,974 and FY 12 \$1,600.)

CURRENT SITUATION AND ITS EFFECTS

There continues to be problems associated with vehicles parking in violation of the Residential Parking Permit rules in the Core Area surround Alta Bates Medical Center.

These problems create challenges for neighborhood residents in the Core Area in regards to parking and congestion.

BACKGROUND

The area around Alta Bates Medical Center (ABMC) has been an area of concern for parking enforcement for many years. Over the years there has been a great deal of neighborhood concern over vehicles parking in the residential neighborhood surrounding the hospital. As a result of a stipulated settlement between the City and ABMC over this issue in 1997, there are certain parking mitigation efforts that ABMC is required to take as a part of their use permit. These mitigation efforts are designed to reduce the number of vehicles parking in the residential areas around ABMC to a level below the Aggregate Impact Level (AIL) determined by a study contracted by ABMC through an outside consultant. These efforts have included bussing employees into the area, instituting valet parking to maximize parking space in the ABMC parking lots, and discouraging employees from moving their vehicles in the RPP area. ABMC has been a willing partner in these mitigation efforts. The final report from the consultant found that the AIL in the area surrounding ABMC had been exceeded for three years in a row and suggested several possible remedies, including increased Parking Enforcement Staffing. This was attempted and found to be ineffective and an inefficient use of staff, as it did not effectively address the RPP violations. Another study recommendation was the use of License Plate Reading technology to increase efficiency.

RATIONALE FOR RECOMMENDATION

The City of Berkeley and the Medical Center have agreed that if monitoring were conducted in 2010 it would likely result in findings of nonconformance with the use permit. Both parties have an interest in successfully resolving the issues surrounding this nonconformance. An LPR system would be an effective tool for RPP enforcement. Additionally, the City is interested in utilizing LPR technology on a trial basis to determine its potential for citywide application in crime reduction strategies such as those addressing auto thefts.

ALTERNATIVE ACTIONS CONSIDERED

No alternative actions were considered.

CONTACT PERSON

Lynne Ohlson, Public Safety Business Manager, 981-5976

RESOLUTION NO. -N.S.

AUTHORIZING THE CITY MANAGER TO ACCEPT THE DONATION OF ONE ELSAG PARKING ENFORCEMENT LICENSE PLATE READER SYSTEM FOR PARKING ENFORCEMENT IN THE VICINITY OF ALTA BATES MEDICAL CENTER.

WHEREAS, The neighborhoods surrounding Alta Bates Medical Center continue to contend with parking congestion associated with the medical center; and

WHEREAS, the City and Alta Bates Medical Center are dedicated to addressing these parking issues and conformance with the use permit; and

WHEREAS, attempts to address this through other mitigation efforts, including increased parking enforcement staffing have not satisfactorily resolved these parking issues; and

WHEREAS, License Plate Reader technology for parking enforcement could increase efficiency and effectiveness of parking enforcement in the neighborhoods surrounding Alta Bates Medical Center, especially in terms of residential parking violations; and

WHEREAS, funding for purchasing the License Plate Reader system will be provided by Alta Bates Medical Center and subsequent service contract costs will be less than \$1,600 per year and these costs will be off-set by the increased efficiency of the equipment; and

NOW THEREFORE, BE IT RESOLVED that the Council of the City of Berkeley authorizes the City Manager to accept the donation of one ELSAG Parking Enforcement Plate Scanning system by Alta Bates Medical Center not to exceed the value of \$52,000.

KEY POINTS

ALTA BATES LICENCES PLATE READER

History

- There is historical contention over parking in the neighborhood surrounding Alta Bates Medical Center. With a limited amount of parking at the facility, overflow parking puts pressures on the parking in the surrounding residential neighborhood. As a result of an agreement stemming from a lawsuit, Alta Bates agreed to take steps to mitigate the parking pressures. The pressures continue for several reasons:
 - Employees are able to move vehicles around to avoid citation (this was somewhat decreased when Alta Bates took steps to prevent this activity, but it does continue).
 - There are many smaller medical facilities associated with Alta Bates in the vicinity of the hospital that also put pressure on the neighborhood parking.
 - Parking Enforcement utilizes chalk stick 'marking' which is inefficient and can easily be erased.
 - Residential Parking Permit (RPP) rules in the Berkeley Municipal Code do not articulate what 'moving' the vehicle means. We have interpreted it over time to mean off the block face. This means vehicles can be moved one block and still remain in the RPP zone. Also, they can move to neighboring RPP zones.
 - With all of the above, violators can conduct a quick cost/benefit analysis and determine the risk of parking is an acceptable one.

Previous Attempts to Gain Compliance

- Alta Bates has taken many steps to gain compliance, including bussing employees in, conducting valet parking, and taking actions to discourage employees from moving their vehicles every two hours.
- Previous attempts to maintain a Parking Enforcement Officer assigned just to work RPP in the Alta Bates RPP area met with little success. Most cars moved, erased marks, or took advantage of the slow and inefficient chalking method. A Parking Enforcement Vehicle with License Plate Reading (LPR) technology can enforce an RPP zone in approximately half the time of traditional chalking, including actual writing of citations, with greater accuracy and accountability.
- Study funded by Alta Bates recognized the above issues and recommended LPR

Potential Outcomes

- Citation production in this beat will increase, though its efficiency might very well create better compliance in the long-term. Additionally, this system will be able to identify scoff-law vehicles (vehicles with 5 or more citations, eligible for tow) within the beat.
- If this fails to mitigate the issues to below Aggregate Impact Levels (AIL), restructuring the RPP zones and rules should be considered.

About the System

- The ELSAG system is an LPR system in use across North America. This specific system has an additional special software package for conducting parking enforcement activities. Standard LPR systems do not have this capacity. The system has 3 color cameras and 3 infrared cameras and is thus able to capture plates with great accuracy while driving the speed limit. For RPP enforcement, the system (mounted on a GO-4 parking enforcement vehicle) makes a pass through the neighborhood. All parked vehicles are 'located' by their license plate and geo-located via GPS coordinates. Once the RPP time period is up, the system identifies the locations of the marked vehicles and the path for the GO-4 to take to conduct enforcement. The GO-4 mounted system passes through and any vehicles that had previously been identified in the first pass cause it to alert the operator. The operator compares the location and photos (including close-ups of the tire) to insure the vehicle has, in fact, not moved. Once the vehicle has been identified as in violation of RPP, the system will communicate with the handheld ticket writing machines we already have in service, and complete many of the citation fields automatically. The citation is then issued.

Other Miscellaneous

- Information from the LPR system will be held in accordance with the International Chiefs of Police (IACP) recommendations as well as industry standards. These standards will be incorporated in the new Parking Enforcement Manual.
- The life of this system is unknown, but will most likely only be limited by how quickly advances in technology render it obsolete. One of the great advantages to this system is that complete maintenance and warranty costs are a tenth of the cost of its next closest competitor (\$1,600 per year). At least initially, we plan on five years of complete coverage, though the price for complete coverage will *drop* after the fifth year and remain at that level indefinitely (\$1,000 per year).
- Parking Enforcement Officers chalk tens of thousands of tires per year. As recognized by the City's Risk Manager, this activity has caused repetitive stress injuries, which in turn has cost the City tens of thousands of dollars. The 'Auto Chalking' function of the LPR systems heralds a future without manual chalking and the inevitable injuries caused by this activity.

Ohlson, Lynne

From: Upson, Erik M.
Sent: Wednesday, June 02, 2010 5:46 PM
To: Ohlson, Lynne
Subject: RE: Agreement with Alta Bates re: License Plate Reader

Lynne,

They mention a 2008 survey that will be implemented to determine if their mitigations worked. I don't have that...I assume they didn't work, otherwise we wouldn't be having this conversation.

I'm sure we'll have to reformat this, but this can be used for a start:

Background: The area around Alta Bates Medical Center (ABMC) has been an area of concern for parking enforcement for many years. Over the years there has been a great deal of neighborhood concern over vehicles parking in the residential neighborhood surrounding the hospital. As a result of a stipulated settlement between the City and ABMC over this issue in 1997, there are certain parking mitigation efforts that ABMC is required to take. ABMC has been a willing partner in mitigation efforts. In 2007 ABMC hired a consulting company to conduct an extensive survey of parking in the area. The study found that the maximum number of cars allowed to be parked in the residential streets associated with ABMC (*the AIL, or Aggregate Impact Level*) had been exceeded for three years in a row. One part of the recommended solution was increased parking enforcement. This was attempted and found to be ineffective and an inefficient use of staff. Another recommendation was the use of License Plate Reading technology to increase efficiency.

Current Situation and its Effects: The current situation remains relatively unchanged. There continues to be a neighborhood perception that parking in the vicinity of ABMC is being effected by cars parking in numbers higher than allowed by the agreed upon AIL.

Recommendations: As part of ABMC's requirements under the stipulated settlement, they will purchase an advanced License Plate Reader (LPR) system to be mounted on a Parking Enforcement Vehicle. This will be an advanced ELSAG system designed for parking enforcement operations. This system will allow for greater efficiency of enforcement in the vicinity of ABMC. Potentially, with the speed and accuracy of this system, a beat reconfiguration could take place allowing the LPR system to work the entire area (joining the two beats that cover the area impacted by ABMC parking). Additionally, this system will allow for much greater capture of data and subsequent analysis.

Cost and Source of Funding: The cost of the License Plate Reading (LPR) system is \$49,279 plus an additional \$1,800 for the first year of service. ABMC will fund the entire cost. There will be a small cost associated with the training-up of staff. This will amount to no more than eight hours per month for the first six months, as Parking Enforcement Officers rotate for their first time through the LPR beat. The cost associated with this training will be approximately \$229.00. No extra staff time will be necessary, as this will be assigned to a pre-existing beat for the trial period.

From: Ohlson, Lynne
Sent: Thursday, May 27, 2010 5:56 PM
To: Upson, Erik M.
Subject: Re: Agreement with Alta Bates re: License Plate Reader

Let's collaborate. I will send you council report format tomorrow.

From: Upson, Erik M.
To: Ohlson, Lynne
Sent: Thu May 27 17:30:04 2010
Subject: FW: Agreement with Alta Bates re: License Plate Reader

Lynne,

I'm happy to write this, but would need some direction/guidance in terms of structure.

Thanks,

Erik

From: Gan, Yvette
Sent: Thursday, May 27, 2010 12:01 PM
To: Meehan, Michael; Upson, Erik M.
Cc: Kamlarz, Philip
Subject: Agreement with Alta Bates re: License Plate Reader

Chief, Lt. Upson:

Attached is the agreement, signed by Phil, with Alta Bates regarding the use of license plate readers for parking enforcement. Phil asked that BPD submit an item to the City Council about accepting this agreement. I've sent an electronic copy of the agreement to Deborah Pitts-Cameron at Alta Bates, so you may be hearing from them about moving forward on this. Thank you.

Yvette Gan
Secretary to the City Manager
2180 Milvia Street, 5th floor
Berkeley, CA 94704
Tel: 510-981-7004
Fax: 510-981-7099
E-mail: yvq2@ci.berkeley.ca.us

Ohlson, Lynne

From: Upson, Erik M.
Sent: Thursday, May 27, 2010 5:30 PM
To: Ohlson, Lynne
Subject: FW: Agreement with Alta Bates re: License Plate Reader
Attachments: Alta Bates License Plate Reader Agreement 052410.pdf

Lynne,

I'm happy to write this, but would need some direction/guidance in terms of structure.

Thanks,

Erik

From: Gan, Yvette
Sent: Thursday, May 27, 2010 12:01 PM
To: Meehan, Michael; Upson, Erik M.
Cc: Kamlarz, Philip
Subject: Agreement with Alta Bates re: License Plate Reader

Chief, Lt. Upson:

Attached is the agreement, signed by Phil, with Alta Bates regarding the use of license plate readers for parking enforcement. Phil asked that BPD submit an item to the City Council about accepting this agreement. I've sent an electronic copy of the agreement to Deborah Pitts-Cameron at Alta Bates, so you may be hearing from them about moving forward on this. Thank you.

Yvette Gan
Secretary to the City Manager
2180 Milvia Street, 5th floor
Berkeley, CA 94704
Tel: 510-981-7004
Fax: 510-981-7099
E-mail: yvg2@ci.berkeley.ca.us

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Tel: 510-981-7004
Fax: 510-981-7099
E-mail: yvq2@ci.berkeley.ca.us

Ohlson, Lynne

From: Agnew, Bruce
Sent: Friday, February 22, 2008 11:51 AM
To: Cosin, Wendy
Cc: Hambleton, Douglas; Upson, Erik M.; Ohlson, Lynne; Frazier, Vicki
Subject: RE: Alta Bates Status?

Please include me, Lt. Erik Upson, our Public Safety Business Manager Lynne Ohlson, and parking supervisor Vicki Cambric-Frazier.

If we think that Auto Vu and BMC changes would be worth doing for the Alta Bates issue, we should think about it for RPP enforcement citywide. It would be way too much effort to go through to implement and manage just as a way to deal with parking in the Alta Bates area.

-----Original Message-----

From: Cosin, Wendy
Sent: Friday, February 22, 2008 11:29 AM
To: Agnew, Bruce
Cc: Hambleton, Douglas
Subject: RE: Alta Bates Status?

Thank you. I think I can get the funding from Alta Bates and would be glad to take the lead on dealing w/ the RPP ord. I'll set up a meeting to discuss w/ the City Attorney. Please let me know who I should include from PD.

Wendy Cosin, AICP
Deputy Planning Director
City of Berkeley
2118 Milvia Street
Berkeley, CA 94704
wcasin@ci.berkeley.ca.us
510-981-7402 (telephone)
510-981-7470 (fax)

-----Original Message-----

From: Agnew, Bruce
Sent: Friday, February 22, 2008 10:57 AM
To: Cosin, Wendy
Cc: Hambleton, Douglas
Subject: RE: Alta Bates Status?

I can inquire about getting a product demo for the Auto Vu equipment. Assuming that the equipment works to a level that we would want to spend approximately 60k to equip 1 of **our** parking enforcement vehicles, we still have to deal with the RPP ordinance, and the Administrative Review process for contesting citations. I'll see what I can do regarding the demo.

-----Original Message-----

From: Cosin, Wendy
Sent: Tuesday, February 19, 2008 2:01 PM
To: Agnew, Bruce; Miller, Clarke
Subject: Alta Bates Status?

How is it going w/ research on the equipment needed to change enforcement techniques for Alta Bates? Anything I can do to assist? I'd like to schedule a meeting w/ the City Attorney and appropriate people from PD when you are ready.

Wendy Cosin, AICP
Deputy Planning Director
City of Berkeley
2118 Milvia Street
Berkeley, CA 94704
wcasin@ci.berkeley.ca.us

510-981-7402 (telephone)

510-981-7470 (fax)

Ohlson, Lynne

From: Emelson, Earl E.
Sent: Thursday, August 02, 2007 11:36 AM
To: Agnew, Bruce
Cc: Pittman Jr., William; Yuen, Al; Spiller, Edward; Stines, Christian O.; Sabins, Todd; Ross, Sean B.; Rego, Steven; Ohlson, Lynne
Subject: License Plate Recognition System

On 08/01/07 Captain Agnew scheduled Bob Pinzler to visit our department to demonstrate his companie's License Plate Recognition System through Civica Software. I have attached their sales brochure. Please feel free to review at your convenience.



PlateScan
Brochure.pdf

Emelson

FELONY WARRANT

PLATESCAN EQUIPPED
POLICE VEHICLE

AMBER ALERT

STOLEN VEHICLE

ANY CRIMINALS THE USE OF THE ROAD

WWW.PLATESCAN.COM

CRIMECONNECT

TACTICAL CRIME INFORMATION SHARING ONLINE

The screenshot displays the CrimeConnect web application interface. At the top, there's a navigation bar with 'CONNECT' and a search bar. Below this, the interface is divided into several sections:

- BRIEFING**: A section for quick updates or news.
- WANTED/UPDATE**: A section for wanted individuals and updates.
- CRIME NEWS**: A section for crime-related news articles.
- CRIME RATES DOWN**: A section reporting on a decrease in crime rates.
- Burglary Ring Broken**: A section reporting on the breaking of a burglary ring.
- OUR BUREAU ANNOUNCES**: A section for announcements from the bureau.
- Serial Killer Update**: A section providing updates on a serial killer.

Each section contains a brief summary of the news item, often accompanied by a small icon or image. The interface is designed to be user-friendly and easy to navigate.

Real time interoperability.
Real time license plate updates.

CrimeConnect is a Web-based tactical crime information sharing system that allows multiple jurisdictions to share crime data in real time regarding stolen vehicles, wanteds, missing persons, BOLDs, sex offender registrants, narcotics, Amber Alerts, etc. It will also create complete bulletins by complete template rather than building one's own using multiple applications like Photoshop or PageMaker.

In place in California with nearly three dozen agencies serving over 18 months. CrimeConnect has been actively assisting law enforcement in solving crimes. Built in conjunction with crime analysts, investigators and a highly secure, well tested and robust system.

While it is simple to learn and use, even by non-technical staff, CrimeConnect is a powerful technology tool for an era when the sharing of information is becoming more and more critical. One central agency is the "hold server." All other participating agencies only require Web access. Yet participating agency with complete control over the data they enter system. No other agency can manipulate your data.

With features such as automatic notification and building of bulletins

...they pass a
one or fixed.



...naturally cross-
against multiple
wide and, if
databases to
state of interest



reported
officer to take

use plates from 1 to 4 separate cameras,
through the PlateScan processor

...license plates from infrared and color
combination. With color recognition, the
...license plates that have lost their
...ough oxidation and/or through using anti-
...ethods, such as sprays or plate covers.

...d camera deployment, the system also
...from associated color overview cameras.
...view of the entire context of the "hit"
...rely a view of the plate.

...in (forward, rearward or side-facing) is
...ote by the officer via an onscreen button.

ion Management

...ll gathered license plates data, including
...es, of all vehicles and stamps it with the
...GPS location. This information may be
...served for as long as required.



How Does PlateScan Work?

PlateScan's proprietary software is supplied installed on the PlateScan trunk mounted computer, which, in turn, is connected to several vehicle mounted cameras optimized for license plate recognition. Every license plate is compared to a list of "vehicles of interest" associated with auto theft, felony warrants, BOLOs, parking violations, or any other license plate-oriented databases, such as Amber Alerts, NCIC downloads, etc., the police agency wishes to use.

PlateScan software uses an intelligent Neural Network recognition engine, providing a distinct advantage over base-level solutions, such as OCR, as it significantly enhances the accuracy rate. In addition, PlateScan's Neural Network features distributed parallel processing. This means that it is capable of accurate high speed plate recognition across multiple lanes of high density traffic moving at speeds of over 110 MPH. The system is currently capable of processing 4 vehicles per second.

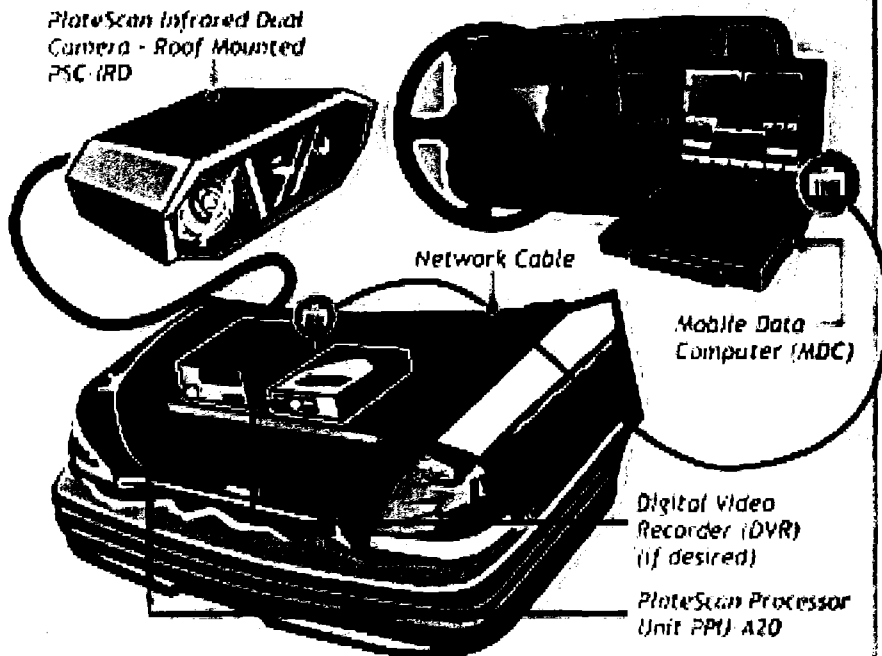
When a positive match is received, officers are alerted by an audio and/or visual alarm. They, then, respond to the "hit" in the appropriate manner for that agency. Until an alert occurs, the PlateScan system operates in the background, allowing them to perform their regular police activities.

Research has shown that patrol officers equipped with the technology can have arrest rates significantly higher than officers working without it. This will deliver reductions in crime, enhanced community safety and safer roads.

Training

- Training time required to make a patrol officer competent in the use of the system is under 30 minutes.

PlateScan Infrared Dual Camera - Roof Mounted PSC-IRD



mounted PlateScan infrared cameras, overview capability usually attached. In addition, two adj. PlateScan color v. mounted on the r. this option, if needed also include a tou. separate keyboard

3-Camera [

A practical solution and urban deployment configuration em. mounted, forward cameras with inb. capability for traf. separate IR camera specifically orient license plates of r

Fixed Loca



PlateScan camera effectively when overhead location overpasses and fr. the "hit" from th. sent wirelessly to to chase and inter. positioned down. ample time to stop

Van-Based



A transportable van-based ALPR w. four camera capa. deployed as need. bridges or on and cameras can be deployed outside. simultaneously re. of vehicles on four

Additional Functionality

Ohlson, Lynne

From: Vuicich, Kara
Sent: Wednesday, January 26, 2011 11:44 AM
To: Daniel, Christine; Javandel, Farid; Clough, Andrew; Perry, Danette; Cogley, Jennifer; Carrillo, Richard E.; Ohlson, Lynne; Malek-Zadeh, Lisa K.; Nichols, Matthew; Ahearn, Dennis
Subject: Materials for kick-off meeting for grant funded parking and TDM projects on 2/1

Hello everyone:

The materials for our meeting on Tuesday, Feb. 1 are located here: [S:\Team-Folders\PublicWorks\(DHABR\)\Transportation\Parking\Parking and TDM Grant Projects\Meeting Materials for 02-01-11](#). The materials include the meeting agenda, the Draft Project Plan (scope of work for the combined projects), the Climate Initiatives grant budget only, a combined budget for both the Value Pricing and Climate Initiatives projects, and a schedule for both projects.

You will notice that the scope, schedule and budget are still very general in a lot of places; however one of the first project tasks is to do much more detailed project planning. That said, we'd still like to get your initial feedback/questions at this stage of the process. One of the other key objectives of this meeting will be to discuss immediate next steps, particularly the process for continued inter-departmental collaboration.

If you have any problems accessing these documents, please let me know, and I can get the files to you a different way. We'll have time for some questions and discussion at the meeting, but if you have any questions beforehand, please feel free to call/email me or Matt. We're looking forward to working with everyone!

Thanks,
Kara

Kara Vuicich, AICP
Associate Planner
City of Berkeley Transportation Division, Public Works Dept.
1947 Center Street, 3rd Floor
Berkeley, CA 94704
ph: 510-981-7064
fx: 510-981-7060
www.cityofberkeley.info/transportation

3/28/2012

Smart Boot Program
Review Meeting
03/28/2012



Meeting Agenda

- › Program Update
 - › Program Highlights
 - › Statistics
 - › Deployment
- › Hardware Update
- › Surveys
- › Discussion
- › What's next?



3/28/2012

Program Update - Highlights

- › \$548K Collected
 - › 80% of Booted \$ were collected
- › 85% of Revenue collected by PayLock
- › Over 600 Collection Attempts
- › 87% Adjusted Self Release Rate
 - › 76% Actual Self Release Rate
- › 5 Vehicles paid over \$4000



Program Update - Statistics

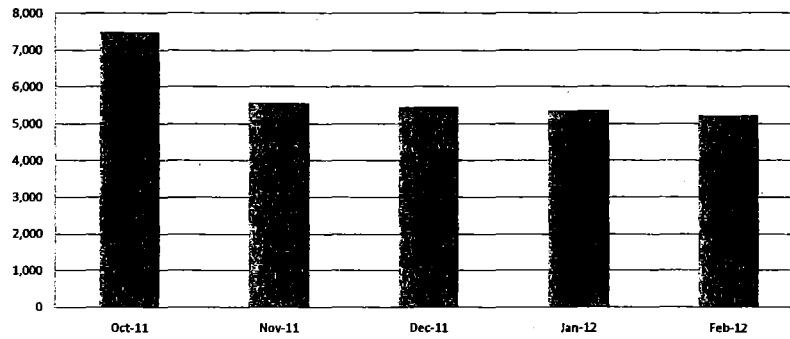
	137	177	99	117	87	617
Collection Attempts	137	177	99	117	87	617
% off Attempts Paid	88.0%	84.0%	71.4%	81.6%	67.9%	80.2%
Days Booting	11	19	19	20	18	87
Boots per Day	12.5	9.3	5.2	5.9	4.8	7.1
Revenue Booted	\$155,145	\$198,214	\$115,375	\$121,979	\$92,548	\$683,261
% collected	88.0%	84.0%	71.4%	81.6%	67.9%	80.2%
Average \$'s Paid	\$1,287	\$1,333	\$1,632	\$1,278	\$1,568	\$1,107
Self Release	83.2%	85.1%	89.4%	88.1%	80.5%	85.3%



3/28/2012

Program Update - Statistics

Ave Scofflaw List Size

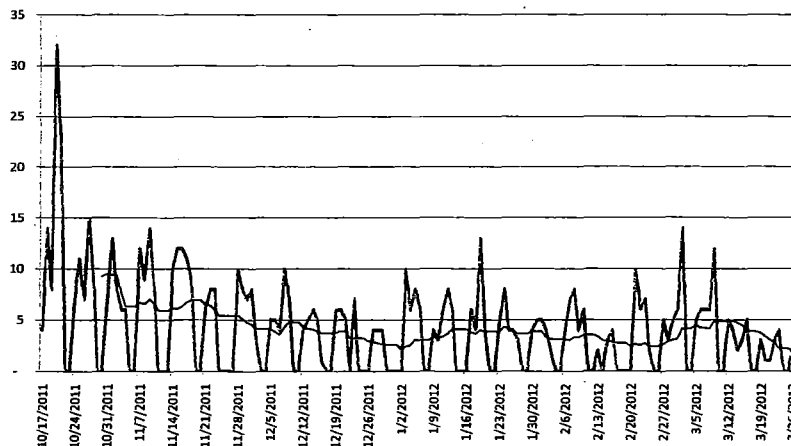


- After initial drop, list has stabilized
- Will issuance sustain the program at it's current level

LOCK
ENTERANCE, MANAGE, COLLECT

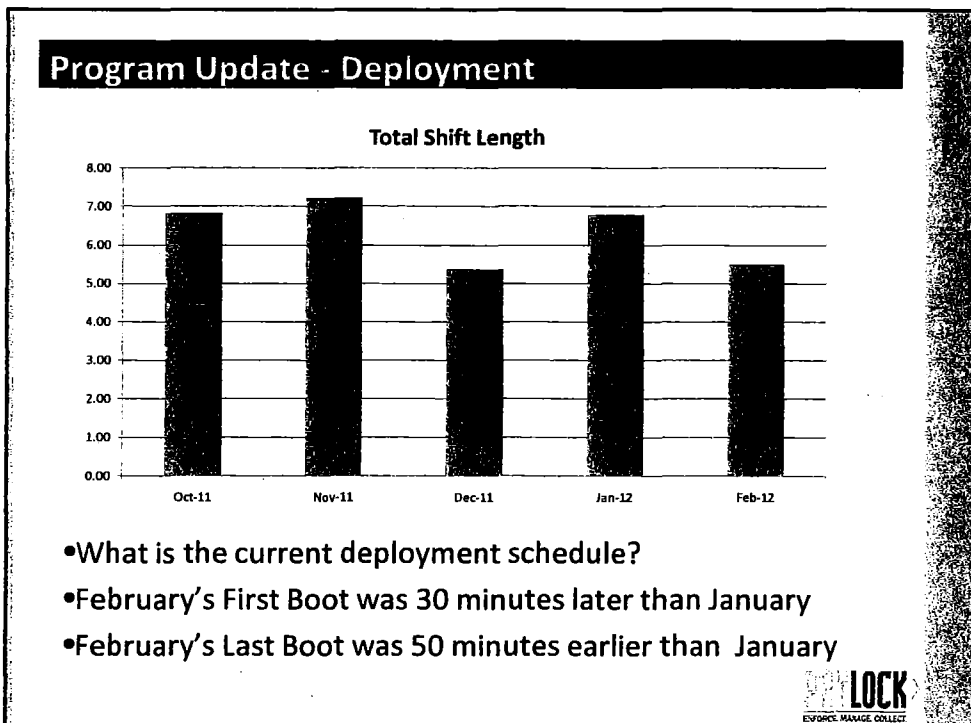
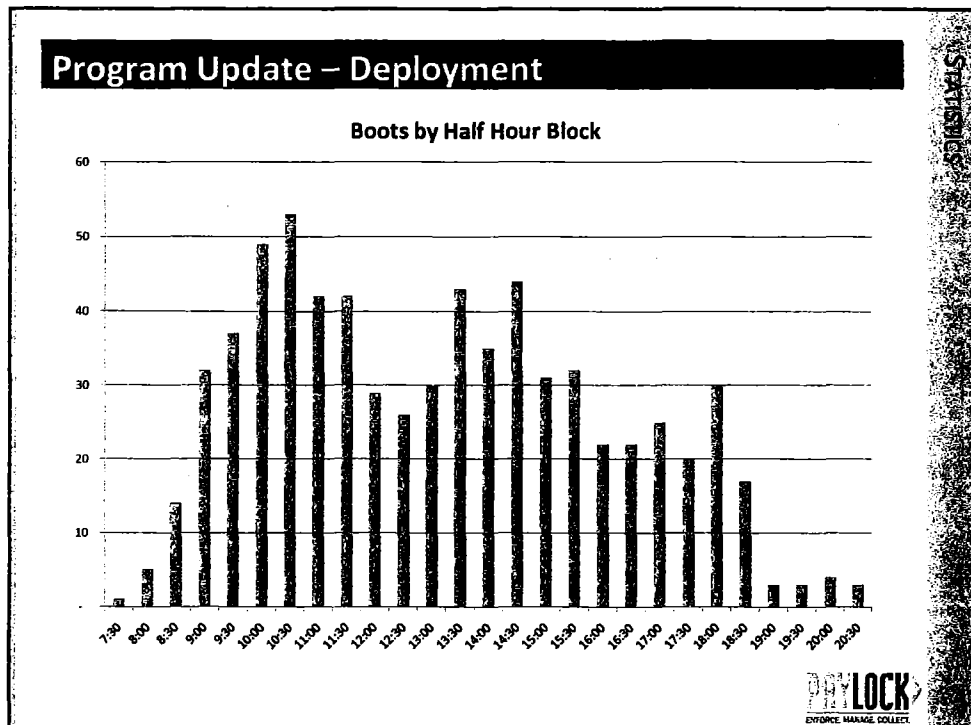
Program Update - Statistics

Boots Per Day (BPD)



LOCK
ENTERANCE, MANAGE, COLLECT

3/28/2012



3/28/2012

Program Update - Statistics

- Assisted Releases

- Release Time after dispatch:

- Average – 2.8 Hours

- Median – 9.5 Hours

0-30 min	21%
31-60 min	30%
61-120 min	22%
121 - 180 min	10%
181 - 240 min	6%

- 2-4 hour release time is typically used to ensure that:

- Motorists don't decide that a 30 minute wait is better than doing it themselves

- Booters are not take away from their primary booting responsibility

DAY LOCK
ENFORCE. MANAGE. COLLECT.

Program Update - Statistics

Other Timing Stats

- Booted to Released

- Average – 30.6 Hours

- Median – 9.2 Hours

- Self Release to Boot Return

- Average – 20.9 Hours

- Median – 15.0 Hours

- Tow Dispatched to Towed

- Average – 2.7 Hours

- Median - 0.3 Hours

- Booted to First Call

- Average – 7.8

- Median – 1.2

DAY LOCK
ENFORCE. MANAGE. COLLECT.

3/28/2012

Hardware Update

- › Boot Inventory
 - › Josh Manages inventory level on PayLock's side
- › Van
- › Rack
- › LPR
- › Nextels



Survey Comments

Violation	Comment
150445	Was booted on a friday evening and could not get through all weekend. My car was ticketed with a boot on it. The agent was polite when I reached someone on Monday. Feedback – Booted on 1/6, first call we got was 1/9. Will look into call volume that weekend
150531	the experience in itself was irritating and a waste of my time. I really have nothing positive to say. The fact that a person is charged \$140 for the boot and then have to bring it back themselves is ridiculous! This whole experience showed me that anyway a city can get a persons hard earned money they will! I will never support Berkeley, ca Feedback – Made payment
150446	i couldn't take the boot off so had to wait for officer...who left and came back. It took forever Feedback – Drove on Boot, had to wait for assistance, not sure how the boot was eventually removed. Rebooted again in February (unhappily)



3/28/2012

Discussion

- › Assisted Releases
 - › Less than 30 minutes:
 - › 30 – 59 minutes:
 - › 60 – 119:
 - › 120+:
- › Assisted Releases - #1 reason is Cash Payments
 - › Are they still handing out the cards?
- › Potential
 - › 1 Additional Boot per Day = \$200,000 per year
- › Hand Held Hits
- › What's Next?
 - › Cross Collection with Oakland
 - › Payment Plans

DAY LOCK
ENFORCE. MANAGE. COLLECT.



Standard Operating Procedure (SOP)

LIVE

For:

Vehicle Immobilization

using

PayLock's SmartBoot Services

For Berkeley, CA

Revised: 11/16/2011

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GENERAL POLICY

It is the policy of Berkeley to immobilize any vehicle belonging to a motorist who has accrued five (5) or more overdue unpaid parking tickets that are 30 days old or older. This does not presently include out-of-state vehicles whose registered owners cannot be verified by the City.

These fines, fees and penalties include but are not limited to parking citations. All vehicles shall remain immobilized until all fines, fees and penalties are paid. Accordingly, the following procedures will be used to administer the program.

PROGRAM GOALS AND OBJECTIVES

- Reduce high-balance accounts
- Improve customer service
- Add convenience to motorists
- Provide a convenient boot return location
- Thorough and constant communication throughout the program
- Consistent enforcement procedures
- Transparency through the use of this SOP
- Seamless data integration and implementation
- Real-time reporting
- Increased parking compliance in Berkeley
- Motorist and PEO safety
- Maintain an adequate supply of boots on hand
- Aggressive Internal/External communications of program changes
- In-depth training
- Seamless and efficient reconciliation and distribution of funds.
- Public education of program through media outlets

OPERATING PROCEDURES

LOCATING BOOT-ELIGIBLE VEHICLES

Parking Enforcement Officers will immobilize boot-eligible vehicles.

A Scofflaw List will be made available to be loaded onto the vehicle MLPR. This list may be the complete scofflaw list or it may be a modified list containing any of the following: runaways, unreturned boots, high dollar amount vehicles, etc. The notes for these alarms may provide brief instructions for the PEO to follow.

CURRENT BOOT-ELIGIBILITY VERIFICATION PROCEDURE

1. After getting an alarm on a vehicle from the MLPR system, officer will stop the booting vehicle a couple of car lengths away from vehicle in question.
2. Officer will check the plate's eligibility in BootView's "Boot a Car" screen for make, model, amount owed, vehicle's registered owner, and/or any other relevant information needed to make a decision to boot.
3. Officer will additionally notify the Telecommunications Center of the license plate so that the center may verify the latest registered owner with the California DMV. If this service is available in the van, this process will be performed there.

4. If the vehicle has five or more outstanding parking tickets and meets any other pre-determined criteria, the officers will proceed to boot the vehicle as per normal procedure.

Confirmation of a vehicle's current delinquency status is required before the installation of an immobilization device.

The goal of the confirmation process is to provide reasonable assurance that a vehicle owner has not made any payments or had any payments processed towards the delinquent account in the time span between the batch data delivery and the on-street discovery of the vehicle.

The best practice will be to utilize the most up-to-date and reasonably accessible system of record to discern the real-time status of the delinquent citations before placing the boot on the vehicle.

LOCATING STOLEN VEHICLES

If a Parking Enforcement Officer comes across a stolen vehicle as detected by the MLPR, the Police Department should be notified, and the Parking Enforcement Officer should continue scanning for boot-eligible vehicles after an officer has arrived to recover the stolen vehicle. No further action should be taken by the PEO.

ROUTES AND SCHEDULING

Berkeley will provide regular scofflaw enforcement using two MLPR units. One unit will be placed on a vehicle used exclusively for locating Scofflaw and stolen vehicles. The other unit will be placed on an official PD vehicle, which will be used for Scofflaw or other enforcement action when assigned, though the MLPR unit will only be mounted for Scofflaw. Berkeley will forward monthly schedules to PayLock (schedules@paylock.com) at least one week prior to the beginning of the month. The vehicles will be assigned to specific areas to ensure fair and equitable enforcement of Berkeley.

BOOTING SCHEDULE

Berkeley will boot Monday through Friday, 8:30 AM to 5:30 PM PT (40 hours). Additional booting will occur on a flexible schedule as personnel are available to utilize the MLPR in a second vehicle.

OFFICER SCHEDULE

Four officers will be trained to handle Scofflaw detail and immobilization processes. The officers will work alone, rotating into the booting assignment for periods of time agreed upon by booting officers and the Traffic Lieutenant. Lt Diane Delaney will be responsible for monitoring them and their supervisor to ensure there is appropriate coverage for the booting program, and notifying PayLock as the schedule changes.

HOLIDAY AND CLOSING SCHEDULE

Berkeley will inform PayLock of all holidays, closings and enforcement schedules to ensure proper staffing levels are provided.

PayLock will contact the following individuals to obtain holiday information or closings as necessary:

Berkeley PD

Lt. Diane Delaney 510-981-5983

PEO (PARKING ENFORCEMENT OFFICER) POLICIES AND PROCEDURES

RELEASE OFFICER DUTIES

Boot releases will be required when a cash payment is made or when the motorists are unable or unwilling to release the boot themselves. Assisted releases will be provided within two to four hours of being queued for release.

OFFICER COMMUNICATION

Upon starting a new shift, the enforcement officer will contact PayLock to alert the dispatcher who will be on duty to perform assisted releases, tows, etc.

HANDHELD HITS

PEOs are responsible for identifying and immobilizing boot-eligible vehicles and/or responding to call-in hits from ticket writers.

FALSE HITS

If the LPR hits on a vehicle, but BootView says the vehicle is not boot-eligible, the officers should skip that vehicle and continue scanning. The plate should be reported to PayLock to make sure the plate is truly not boot-eligible.

PLACEMENT OF BOOT

PARALLEL AND CURB-SIDE PARKING

All booting officers will place the device on the curb-side of the vehicle regardless of vehicle orientation. Since in most cases, the driver will be removing the SmartBoot himself, this protects the motorist from on-street traffic while removing the device.

If the boot cannot be placed curb-side due to a high curb or other obstruction, the boot may be placed street-side. If the boot is placed street-side for any reason, the boot officer will check the "Boot Installed Street Side" check box when entering the Boot Record in order to increase the safety of the motorist.

ANGLE-IN AND SPACED LOT PARKING

Angle-in and spaced lot parked vehicles require no special considerations if the environment is such that it provides a safe space for the motorists to remove the SmartBoot. The front tire on the driver's side of the vehicle is the appropriate location for the installed boot in these cases. Booting officers must use their best judgment in regards to safety.

SEIZURE NOTICES

SEIZURE NOTICE INVENTORY AND PROCEDURES

Immobilization notices are to be checked out by Parking Enforcement Officers with the number range and total sum of notices logged on the sign out form. Immobilization notice inventory and logs will be the responsibility of PayLock and Berkeley. Voided, damaged, or unused immobilization notices will be returned to PayLock for purposes of accountability.

Berkeley will contact PayLock when their immobilization notice inventory drops below 1,000 notices.

PLACEMENT OF SEIZURE NOTICES

Immediately following the installation of the immobilization device, an immobilization notice will be placed on the driver's side window of the vehicle with the second copy placed under the driver's side front windshield wiper. The original copies of the boot form are submitted to the booting officers' supervisor at the end of the shift.

The immobilization notice will indicate:

- the unique violation number associated with the specific immobilization instance
- that the SmartBoot has been placed on the vehicle due to unpaid parking citations
- that all boot-eligible citations fines, fees and penalties must be paid to have the SmartBoot removed
- that unauthorized removal may result in damage to the vehicle
- that unauthorized removal will damage public property, which is a criminal offense
- the telephone number to call for removal
- the vehicle's license plate, make, and color
- the time and date of occurrence

SEIZURE NOTICE SHIPPING ADDRESS

Berkeley Police Department
Traffic Substation
841 Folger Ave
Berkeley, CA 94710

VEHICLE OWNER ARRIVAL

AFTER SMARTBOOT IS INSTALLED

If the vehicle owner arrives at the vehicle after the SmartBoot is installed, but the boot agent is still on location, the Parking Enforcement Officer shall instruct the individual to call the PayLock toll-free number, only explaining, "You can get help 24 hours a day with this number. They can help you get the boot off within minutes." For the sake of minimizing the frustrations of the motorists and minimizing the risk to the booting officers on the street, virtually all requests for clarification or additional information on the part of the motorists should result in them being directed to the PayLock Help Center.

This policy aims to keep motorists from wasting too much time pleading their case to the on-street crew who are powerless to help them to resolve the situation.

BEFORE SMARTBOOT IS INSTALLED

If the vehicle owner arrives before the SmartBoot is installed, the booting officer will take all precautions to ensure his or her safety while the boot is installed. If the motorist is perceived to be a threat in any way, the PEO should call dispatch for appropriate cover before booting the vehicle. After contacting dispatch, the PEO should evaluate the situation and determine if they stand by and wait for cover, leave the scene, or continue booting the vehicle.

TOWING POLICY

TOWING INFORMATION/CONTACT

AVENUE TOWING

Hours of Operation: 24 hours

Forms of Payment: Cash, Credit Card (requires ID, no AMEX)

Payments made at Avenue Towing are solely applied to towing and storage fees. Neither boot fees nor parking citations may be paid at this facility.

Contacts for PayLock:

Dave Kotolup (owner)

Office: 510-524-2400

Cell (PayLock only): 510-453-6408

Fax: 510-528-5039

Main Office Address:

1429 San Pablo Avenue

Berkeley, CA 94702

Tow Yard Address:

625 Cedar St

Berkeley, CA 94710

EAST BAY TOW, INC

Hours of Operation: 24 hours

Forms of Payment: Cash, Credit Card (Visa or MasterCard only)

Payments made at East Bay Towing are solely applied to towing and storage fees. Neither boot fees nor parking citations may be paid at this facility.

Contacts for PayLock:

Office: 510-559-8500

Main Office Address:

1210 7th St

Berkeley, CA 94710

HUSTEAD'S COLLISION CENTER, INC

Hours of Operation: 24 hours

Forms of Payment: Cash, Credit Card (all four major companies)

Payments made at Husted's are solely applied to towing and storage fees. Neither boot fees nor parking citations may be paid at this facility.

Contacts for PayLock:

Office: 510-843-2402

Main Office Address:

2037 Durant Ave

Berkeley, CA 94704

BERRY BROTHERS TOWING & TRANSPORT, INC

Hours of Operation: 24 hours

Forms of Payment: Cash, Credit Card (all four major companies, registered owner only)

Payments made at Berry Brothers are solely applied to towing and storage fees. Neither boot fees nor parking citations may be paid at this facility.

Contacts for PayLock:

Office: 510-652-4655

Main Office Address:

598 55th St

Oakland, CA 94609.

TOW ELIGIBILITY/IMMEDIATE TOWING

Towing Eligibility:

A vehicle is eligible to be towed 48 hours after it has been immobilized. This does not include weekends or city holidays. Vehicles may not legally remain on street for more than 72 hours, or they will be considered abandoned.

Immediate Towing:

A vehicle may also be immediately towed if:

- The same vehicle has been immobilized on one or more previous occasions, and on such occasion(s), the SmartBoot was unlawfully removed. The booting officer should verify this status with the PayLock dispatcher before proceeding with tow.
- The vehicle's record contains any unpaid PayLock fees by contract. The booting officer should verify these fees with the PayLock dispatcher before proceeding with tow.
- The vehicle is parked in a tow-away zone, in front of a fire hydrant, fire lane, handicapped zone, and bus zone.
- If the PEO is unable to secure the device due to oversized tires, low ground clearance, etc.
- Boot threat - motorist threatens to damage or remove the boot, threatens to drive off or have the vehicle towed

DELAY OF TOW

The motorist may pay through PayLock or City Customer Service at least half the amount due in order to delay the tow a maximum of 24 hours from the time the vehicle is scheduled to become tow-eligible. No exceptions may be made. The vehicle may not be granted more than 72 hours on the street before being towed.

If a motorist is granted a delay of tow, he/she must be informed that the city is not liable if the vehicle is stolen, damaged, etc. during the extended immobilization period.

CANCELING A TOW

As long as the vehicle is not hooked up to the towing vehicle and/or required equipment has not already been taken out, a tow may be canceled at no charge to the motorist or the city.

PAYLOCK – CANCELING A TOW

In the event that PayLock needs to cancel the towing of a vehicle, they will contact the enforcement officer in the booting vehicle, and the enforcement officer should let PayLock know the status of the cancellation.

BERKELEY – CANCELING A TOW

In the event that an employee of the City of Berkeley needs to cancel the towing of a vehicle, he or she will contact the enforcement officer directly or contact PayLock to handle the cancellation. In the latter instance, PayLock should keep the City notified of the status of the cancellation.

DROP FEE

The standard drop fee for a vehicle that has been hooked up to the towing vehicle is \$80. The drop fee may also be required if the towing vehicle operator has already taken out equipment to assist with the tow.

Drivers may accept cash for the drop fee, but use of a credit card may vary among all the tow companies. The motorist should be given a hand-written receipt in either instance.

AFTER-HOURS TOWING

Booted vehicles will only be towed while Parking Enforcement booting officers, or other trained personnel are on duty and conducting scofflaw enforcement.

DISPATCHING TOWS

1. Once a vehicle becomes eligible for tow, PayLock will browse the record and mark it as “Queued for Tow” in BootView.
 - a. If a vehicle requires immediate towing due to a boot threat, the PayLock dispatcher will notify the booting officer as an extra step to ensure expeditious handling of the tow.
 - i. For after-hours Boot Threats, PayLock will notify the Watch Commander by calling the Berkeley PD Dispatch Number. The Watch Commander will, when possible, send an officer to the scene. The Watch Commander or other officer will support the following process, mirroring it as much as possible, with the goal of having the vehicle in question towed and communicating as required with PayLock so that PayLock can update BootView.
2. The booting officer in the booting vehicle will monitor the Queued for Tow queue in BootView. Upon finding a vehicle for tow, he or she will contact dispatch to request a tow truck and mark the record as “Tow Dispatched.”

3. The tow truck should arrive to tow the vehicle within 15 minutes or less by contract.
4. After the vehicle has been towed, the same officer will mark the record as "Towed," indicating the tow company and himself or herself as the officer on-scene along with the condition of the boot.

AFTER TOWING RECONCILIATION

No vehicle shall be released from the impound yard without all outstanding citations, towing fees, release fees, storage fees and boot fees being paid in full first.

PAYLOCK

PayLock may accept payment from a motorist after his/her vehicle is towed. After receiving payment, PayLock will fax a receipt to the Berkeley PD as confirmation and instruct the vehicle owner to pay a release fee with Berkeley Customer Service (or BPD on Fridays) to retrieve a release form from PD before retrieving the vehicle from the tow company.

Berkeley Police Department
 2100 Martin Luther King Way
 Berkeley, CA 94704
 Police Department Information (PayLock Use Only):

BPD Fax Number: 510-981-5744 (business hours)
 Contact: Janet King, Supervisor, 510-981-5753
 Jail Fax Number: 510-981-5767 (after hours)

If the Berkeley PD needs to call PayLock as confirmation of payment or release, they shall call 877-314-3767, the dispatcher line.

BERKELEY

A motorist may choose to pay for all fines and fees (cash only, not including towing and storage fees) at the Finance Department after the vehicle has been towed. He/she will take the receipt provided by the Finance Department to the Berkeley PD to receive a release form which can then be taken to the appropriate tow company. On Fridays, these fines and fees will be payable to Berkeley PD.

FAILURE TO CLAIM THE VEHICLE

Once a vehicle has been towed, a letter will be sent to the vehicle owner via certified mail approximately 72-96 hours after the tow. After then, the vehicle owner has fourteen days from the date of tow to claim the vehicle before Avenue Towing will start working with the state to process any existing liens on it. A letter will be sent by certified mail to the vehicle owner again and any party which has expressed interest through the California DMV in the last six years. After this process, the state will decide on the date for the vehicle to be auctioned, usually 40-50 days after the vehicle has been towed.

TOW FEES

Release fee (payable to Berkeley Customer Service): \$75

Towing, storage, and other related fees are the same for all four tow companies.

Regular vehicle: \$160
 Medium vehicle: \$225
 3-axle and larger: \$350

Storage: \$65/day for vehicles which fill one stall, \$90/day for larger vehicles, \$30/day for motorcycles

Lien Processing Fee (processed after 14 days): \$70/vehicle valued at or under \$4000, \$100/vehicle valued above \$4000

After-hours fee: \$80 (applied if vehicle owner retrieves vehicle outside of office hours)

ADMINISTRATIVE RELEASE POLICY

When an administrative release occurs, Sheri Jackson (Finance – Customer Service) must be contacted to remove the boot fees from Auto Process.

PROMPTED BY BERKELEY

In cases where an exemptible motorist makes contact with an authorized individual first, such as by calling Berkeley directly, the individual authorizing the release will contact PayLock and confirm that the vehicle should be released without payment. PayLock will hit the proper buttons in BootView, marking the record as a "Release without Payment" and queue the vehicle's record for an assisted release to remove the device. The phone number to call PayLock to report an administrative release would be the dispatch line, 877-314-3767.

PROMPTED BY PAYLOCK

In cases where the PayLock Help Center has established contact with a motorist with a booted vehicle, who is claiming government vehicle, emergency, or other exemption from the booting and payment process, the PayLock Help Center will make contact directly with those listed on the Authorized Administrative Contact List below. The details of the exchange between the motorist and the Berkeley contact will be noted in the BootView system. Upon approval of an authorized person, an assisted release will be dispatched or the motorist may verify a credit card with the Help Center in order to remove the boot him/herself.

ADMINISTRATIVE RELEASE OF A TOWED VEHICLE

Because an administratively released record may still show a balance due in BootView, a vehicle being released from a tow yard without payment will require a different process. The Berkeley Police Department will need to provide a release form for the vehicle owner to provide to the tow company. If the tow company has any questions about the record, the best phone number to contact PayLock in these situations would be 877-314-3767, the PayLock Dispatch line. If the situation arises when Berkeley Finance needs to request the release of a towed vehicle, they will first call the Berkeley PD dispatch for the request to assist the motorist expediently and then notify PayLock afterwards to ensure all systems are updated and noted. Only Sheri Jackson, Rosario Riche, and Ben Kwan are authorized to request releases of this sort from the PD.

EXEMPTIONS OF STATE/CITY-OWNED, FEDERAL EMERGENCY OR OTHER VEHICLES

Vehicles exempt from immobilization:

Rental Vehicles
Service Vehicles
Official Vehicles

AUTHORIZED ADMINISTRATIVE RELEASE PERSONNEL

Codes for authorized personnel are required. Those codes will be stored for PayLock to view only.

Authorized Administrative Release Contacts	
Diane Delaney (Berkeley PD)	510-981-5983 510-773-7706 – mobile
Robert Rittenhouse (Berkeley PD)	510-981-5982 510 773-7879 – mobile
Marla Clark (Berkeley PD)	510-830-9522 - mobile 510-981-5892
Stephanie Hudson (Berkeley PD)	510-981-5891
Berkeley PD Communications Center (ask for the on-duty Watch Commander)	510-981-5801
Sheri Jackson (Berkeley Customer Service)	510-981-7246
Rosario Riche (Berkeley Finance)	510-981-7334
Ben Kwan (Berkeley Finance)	

PAYMENTS

WINDOW PAYMENTS

When a payment is made in person at the Finance Department, no method of deposit is retained nor disclaimers agreed to; therefore, an assisted release is mandatory. Upon receipt of payment for the delinquent citations and all boot fees, the Berkeley Customer Service cashier will process the payment in both Berkeley's FUNDS system and the BootView system; BootView is used to log the payment in this case, but it will not export the information to any external system. BootView will automatically prompt the cashier to queue the record for an assisted release. Once the cashier submits the record for an assisted release, the assisted release procedure will be handled by PD and PayLock from there.

Motorists who still want to take advantage of the self-release option may call PayLock's toll-free number, verify ownership of a valid credit card, answer the affirmations in the affirmative, and be provided with the release code. Printed instructions may be provided at Customer Service. The credit card verification option will be given before the option of an assisted release. If the motorist chooses the credit card verification option, the cashier will alert PayLock Dispatch and inform Dispatch of the motorist's decision, and the record will be placed in queue by the cashier with a status indicating the motorist's decision. As a result the enforcement officer will wait for the motorist to call in for the code at maximum two hours before dispatching himself/herself.

BERKELEY CUSTOMER SERVICE

Address:
1947 Center St
Berkeley, CA 94704

Hours of Operation: 8:30 AM to 4 PM PT, Monday through Thursday. Closed Friday, Saturday, Sunday, and holidays.

Phone Number for Motorists and PayLock: 866-226-9288 (Duncan Help Center regarding tickets)

PayLock Contacts (PayLock use only):

Sheri Jackson 510-981-7246

BERKELEY POLICE DEPARTMENT

This location will be used as a walk-in payment location on Fridays when Customer Service is typically closed. It will not be advertised on the seizure notice and the PayLock Help Center will not offer it as an option unless asked by a caller.

Address:
2100 Martin Luther King Way
Berkeley, CA 94704

Hours of Operation: Friday, 8:30 AM to 4 PM PT

Phone number for Motorists and PayLock: 866-226-9288 (Duncan Help Center)

PayLock Contacts (PayLock use only):

Diane Delaney 510-981-5983
Robert Rittenhouse 510-981-5982

PAYLOCK PAYMENTS

The vehicle owner may pay by credit card, debit card, or check (check-by-phone option only available during issuing bank's office hours) by calling PayLock toll-free, 877-205-5566, at any time. A phone number for the Boot Release Line will be provided on the device and immobilization notice.

GIFT CARDS

If a motorist desires to use a gift card (must have credit card logo) to make payment, he/she may do so over the phone with PayLock. The motorist would have to provide an additional credit card in order to receive the code for self-removal. In order to charge the motorist for late/damaged fees, a credit card must be authorized by PayLock. If the motorist does not have a credit card, his/her vehicle would be queued for an assisted release.

WEB PAYMENTS FOR MOTORISTS WHOSE VEHICLES ARE NOT BOOTED

Motorists whose vehicles are not booted may pay online at:

<https://step1.caledoncard.com/tickets/berkeley.html>

INTEGRATION

COLLATERALIZATION

There will be no collateralization in Berkeley. Vehicle owners will be responsible for paying only the tickets and fees due for the immobilized vehicle.

REFRESH BILLS

The "Refresh Bills" button should be clicked by a PayLock Help Center operator before quoting an amount due to a motorist. The only time an operator should refrain from clicking "Refresh Bills" is if a note is placed in the collection account stating that action should not be taken.

If a motorist has made payment in person with Berkeley, and payment has not yet been reflected or noted in the case of a booted vehicle, a PayLock operator must verify with Berkeley Customer Service if the payment needs to be processed in BootView or if it has been processed in AutoPROCESS from a prior date.

IMPORT/EXPORT

Scofflaw Import: 4 AM ET

Payment Export: Real-time per instance

Release Export: Real-time per instance

REPOSSESSION AND BANKRUPTCY

REPOSSESSION

If a lien holder wishes to repossess a presently immobilized or impounded vehicle, proof of legal ownership and repossession entitlement must be provided first to City of Berkeley Customer Service who will issue notification to be provided to the Berkeley Police Department in order for the vehicle to be released. Once these documents have been provided and verified, the vehicle will be released to the lien holder and the vehicle plate will be removed from the Scofflaw List by Berkeley in conjunction with Duncan Solutions. PayLock may also mark the vehicle ineligible for booting as an extra precaution until the vehicle has been removed.

Repossession companies will be provided with notification about the immobilization process to prevent problems in the future. If the vehicle is towed before proof of entitlement can be provided to the Berkeley PD, the lien holder may be subject to towing and storage fees as per the towing company's policies.

BANKRUPTCY

The City of Berkeley does not honor bankruptcy claims regarding parking citations regardless if the City is named in the claim. Parking citations are considered to be assigned to a vehicle rather than a citizen, so they are not eligible to be included among other debts listed in bankruptcy claims. Vehicle owners who have claimed bankruptcy with the state of California whose vehicles have been immobilized will be required to pay the overdue citations and the boot fee and will be responsible for towing and storage if the vehicle is towed.

BOOT KEY PROCEDURE

Berkeley will be provided with a sufficient number of keys to facilitate assisted releases, boot maintenance, etc. These keys shall be signed in and out by the user for their shift or term of use. Key tracking is critical to the success of this operation.

The sets of keys will be dispersed to the following:

- Investigations Captain
- Traffic Lieutenant
- Traffic Sergeant
- Booting Vehicle
- Secondary booting vehicle
- Watch Commander's Office lockbox

REMOVAL OF DEVICE

Immobilized vehicles are not to be released to their owners until the full payment including all outstanding and delinquent parking tickets, late fees, boot and other fees has been made. At no time will an officer receive funds.

SELF-RELEASE POLICY

The PayLock SmartBoot devices allow the motorists to remove the boot themselves after making payment. This is for the motorist's own convenience, and no one is forced to remove the SmartBoot themselves should he/she choose not to for any reason.

Self-removal of the SmartBoot may save the motorists between 60 minutes and several hours of their time and is available 24 hours a day.

Motorists who do opt for self-release will be prompted to agree to the multiple disclaimers over the course of the call with the PayLock Help Center. For example:

1. That they would like to and agree to remove the SmartBoot themselves and that they are without any physical conditions that would prevent them from lifting 16 lbs. safely and without injury.
2. That they understand and agree that in the event that the boot is not returned within 24 hours (excluding weekends) to a designated return location, they will be charged \$25.00 per day for every day the boot is not returned and that they are authorizing these charges on the same method of digital payment they just used to pay the delinquent citations.
3. That they understand and agree that if they throw the device away, fail to return the device, damage, lose, break or misplace the device, all fees will be billed directly to the form of payment they used to pay the delinquent citations up to \$500.00
4. That they are aware that although they have just made a payment there still may be outstanding fines or fees in their name which may or may not be boot-eligible. In order to avoid further booting in the future, they are advised to check with the city and their personal records or receipts.

Motorists who voice a concern about an inability to return the boot on time due to a scheduling conflict may be given a reasonable extension.

Instructions on the device and on the immobilization notice will direct the motorist to call PayLock for payment and the authorization code to remove the device. The motorist will also be instructed by the Help Center where to return the device and given the time frame in which the boot must be returned. The immobilization notice will also contain information on where to return the device.

ASSISTED RELEASE POLICY

Motorists, who are unwilling or unable to remove the SmartBoot themselves, will have assisted releases provided for them. The PayLock Help Center will let the motorists know the estimated anticipated wait time for removal is 2 to 4 hours.

The enforcement officer in the booting vehicle will monitor the release queue for assisted release requests and take care of them accordingly, marking each one as "Release Dispatched" and eventually "Removed by Officer" in BootView. PayLock's dispatch will also monitor the queue and periodically reach out to the enforcement officer via Nextel as needed.

ASSISTED RELEASE PRIORITY

When an assisted release is required, the following priority will be followed for requesting the assisted release:

1. Boot Van
2. Mobile Unit
3. BPD Communication Center if the first two options are off-duty

AFTER-HOURS DEVICE REMOVAL

SmartBoots may be removed at any hour upon payment and receipt of an authorization number. If the motorist does not wish to choose the self-release option he/she must wait until normal business hours when assisted releases are offered. For those who do not have a credit card or do not wish to use it, they must wait to make payment during business hours.

Motorists who require an assisted release due to a physical inability to lift the boot or a boot failure may be provided one after business hours on a case-by-case basis. PayLock will endeavor to limit these requests to those cases where the after-hours release is truly necessary. When it is determined that an after-hours release is required, PayLock's agent will coordinate the release by contacting the BPD Communications Center and identifying themselves. PayLock will request the release and ask the Communications Center to inform them when the release is completed so that BootView can be noted accordingly. In the interest of handling the release expediently, the Communications Center will ask for a code for the boot so that the release may be given to the first available officer; if the vehicle requires an assisted release due to a boot failure, the PayLock will state such, and a Watch Commander will need to perform the release with a key.

The boot will be returned to the PD and retrieved by the Boot Crew the next working day.

Phone number for BPR Communication Center: 510-981-5900

MOTORCYCLE

Motorcycles may be immobilized successfully with a PayLock SmartBoot in many cases. However, in most cases, a motorcycle requires an assisted release because of the liability of a motorcycle storing and successfully handling the immobilization device in transit. In cases where the motorist has other arrangements for return, such as a friend who is willing to return the device in his/her vehicle, exceptions may be made.

DAMAGED BOOTS AND DRIVE-OVERS

If a motorist who claims or on-street personnel allege a motorist to have damaged the SmartBoot, or if claims exist as to the device having been driven over either purposefully or because of ignorance of its presence, both real and/or implied, the vehicle is to be provided an assisted release without exception after payment in full is made,

including any late, lost, or damaged boot penalties. This is due to the potential for injury in removing the device once the device or vehicle may have become damaged, sharpened, or otherwise potentially dangerous due to the damage. This is also to prevent the device from being in the possession of a motorist, who may attempt to destroy or dispose of the device rather than deliver proof upon return of the device as to their purposeful or accidental damage to it.

LOST BOOT / DAMAGED/RUNAWAY BOOT PROCEDURES

When a SmartBoot is lost or damaged, it will be classified into one of the following categories and the appropriate procedure will be followed.

- **Lost boot – Paid** – When a SmartBoot is paid for, and released by the motorist, but never returned.
 - The SmartBoot is considered late 24 hours after the release code is given to the motorist by the PayLock Help Center excluding weekends. Before a \$25 late fee is applied, the PayLock Help Center will attempt to contact the motorist on the numbers recorded in the notes section of the Boot Record. The motorist will be given an extension due to holidays or city closings. The return date and time will be extended to the next business day.
 - If the motorist is reached and plans to return the SmartBoot, the Help Center may, using reasonable judgment, give the motorist a short-term extension.
 - If the Help Center is unable to reach the motorist, the first \$25 late fee will be applied. The Help Center will continue to try to reach the motorist and will apply late fees when appropriate up to \$500.
- **Lost boot – Runaway** - When a boot record is never paid and the SmartBoot and vehicle are Gone on Arrival (GOA)
 - PayLock will mark the vehicle as an immediate tow so that the next time it is located it will be immediately towed in order to prevent future boot losses and to ensure that the vehicle can't avoid paying again.
 - PayLock will add a lost boot fee of \$500 to the vehicle owner's record. The fee will be waived if the owner returns the boot to a designated boot return location in good, operable condition (i.e. no damages which may cause other fees to be charged).
 - PayLock will be able to request assistance from the Lt. Diane Delaney (BPD) for information for the vehicle owner. Phone Number: 510-981-5983
- **Damaged Boot – Boot marked as damaged in BootView upon return.**
 - PayLock will bill the motorist and attempt to get payment from the motorist. The damaged boot fee ranges from \$200 to \$500.
- **Damaged Boot - Not marked as damaged upon return**
 - If a SmartBoot is damaged but not marked as damaged when returned, PayLock will attempt to contact the motorist to get the damage fee paid.

UNLAWFUL REMOVAL

BOOT THREAT

If a caller threatens to

1. Remove the device
2. Have his/her vehicle towed
3. Damage the device
4. Perform any other action that threatens the boot as it is placed on the vehicle,

The vehicle will be immediately towed. The motorist will be informed of the consequences of removing the device. The Help Center agent will also highly suggest that the motorist should discontinue any further destructive action towards the device.

POLICE REPORT PROCEDURE

PayLock will file a police report with the Berkeley PD by calling dispatch at 510-981-5801.

COLLECTION PROCESS

Once the outstanding fees for lost or damaged boots have been established, PayLock will attempt to contact the vehicle owner by sending notices of the fees due.

DEVICE RETURN POLICY

The Boot Return Location will have a PC with Internet access and a printer in order to process the return of the SmartBoot. The return employee will enter the boot number, verify the condition of the SmartBoot (good or damaged), and provide a printed receipt upon request.

SmartBoots may be returned to:

Avenue/Berkeley Towing
1429 San Pablo Ave
Berkeley, CA 94702

Ph #: 510-524-2400
Fax: 510-528-5039

Hours of Operation: 24/7

Main office hours: Monday through Friday, 8 AM to 5 PM. Motorists may call the office number outside of these times to arrange for someone (e.g., tow truck driver) to meet him/her at the office within 30 minutes. An Avenue employee will be assigned to remain in Berkeley to facilitate this process.

MARKING STATUS OF SMARTBOOT AND INSPECTION

The boot return location operator will note the status of the SmartBoot in the BootView system upon return. Status is either marked as "good" or "damaged". Damaged SmartBoots are defined as any immobilization device with obvious structural damage, including bending; obvious attempts at defeat, such as cutting, puncturing or piercing of the device; or any damage easily discernible via visual inspection that is beyond the ability of normal wear and tear to produce.

INSPECTION PROCEDURE

The return operator will visually inspect the boot before returning the boot in BootView. Most of the time, the boot is in good condition and will be marked as "Good" under Device Condition.

If damage can be seen in the visual inspection, the damage should be noted in BootView. Damaged SmartBoots are defined as any immobilization device with obvious structural damage, including bending; obvious attempts at defeat, such as cutting, puncturing or piercing of the device; or any damage easily discernible via visual inspection that is beyond the ability of normal wear and tear to produce. Extra parts will be provided so that in the event a small part is missing, such as the rubber buffer, or if there is a rip in the padding, the return operator can replace the part.

Boots that belong to vehicles, whose records have statuses of "Runaway," will not come up in BootView's "Return a Boot" screen when being entered. When a boot return operator cannot find a boot in BootView or when there is still a balance due (not paid, \$0), PayLock should be contacted for assistance at 877-314-3767.

PROVIDING A RECEIPT

After marking the status of the SmartBoot, clicking the "Return Boot" button will provide the option to print the receipt for the motorist. The receipt provided will display the following information:

- Date/time of boot return
- Details of payment (for citations)
- Return operator accepting the device

If a party other than the registered owner makes payment, a separate receipt will be provided. This receipt will only include the amount paid on the account.

FAILURE TO RETURN DEVICE

Any individual who fails to return the device within 24 hours of payment and self-removal (excluding weekends and holidays) will be charged a late fee of \$25 per day to the credit card on file up to \$500.00.

INVENTORY CONTROL AND BOOT MANAGEMENT

INVENTORY CONTROL

Berkeley is responsible for managing its inventory of the SmartBoots weekly. Camera equipment, boot notices, and vehicle insurance should also be checked on weekly to ensure that they are stored safely and securely. If SmartBoots are missing at the weekly inventory, PayLock and Berkeley will attempt to locate the boot based on last known location.

BOOT MANAGEMENT

BOOT STORAGE

Devices will be stored at the Traffic Substation.

BOOT SHIPPING ADDRESS

Berkeley Police Department
Traffic Substation
Attention: Lt. Diane Delaney, Supervisor