

Step 1: Check Cable Connections

- Check all cable connections and ensure that they are plugged in securely

Step 2: Check Car System

- In the CAR SYSTEM application on the laptop, check to see if the LPR and GPS boxes are green (COM port can be Yellow or Green)



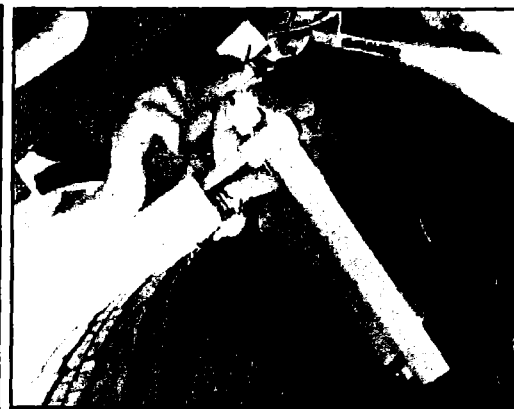
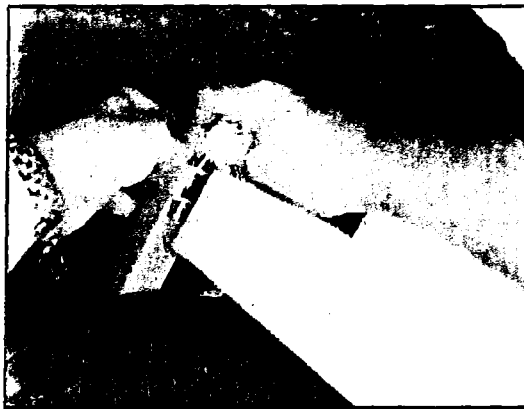
- If the LPR is RED, there is a NETWORK connection problem.
 - Check the Ethernet cable and it's connection to the laptop
- Restart the LAPTOP after checking these connections

Step 3: Contact PayLock

- If this doesn't remedy the problem please contact Clinton Wheeler at 201 726-5813 (mobile) or 175*318655*13 (direct connect). You may be asked to open a browser and go to www.fastsupport.com.
- Please contact PayLock through email at enforcementservices@paylock.com after you have contacted ELSAG.

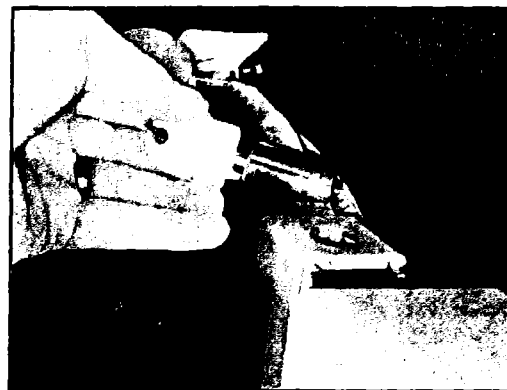
Step 1: Unlocking

- To unlock and remove the device from a vehicle, insert the shorter of two keys into the keyhole and turn the key clockwise.



Step 2: Removing the lock

- Once you have turned the key a full rotation clockwise, continue to turn and apply a gentle pulling motion to extract the lock cylinder. Once you have done so, the inner arm is free to remove from the rack arm.



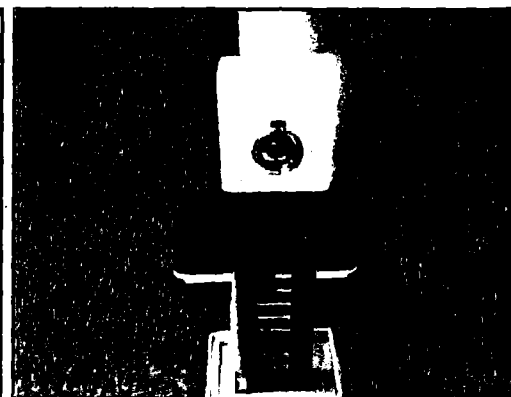
Step 3: Removing the rack and boot

- Grasp the inner arm with one hand and the outer arm with the other hand, wriggling the pieces back and forth until the components separate.



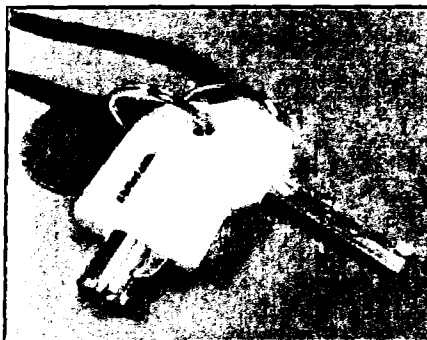
Step 4: Reassembly

- Once removed from the wheel, reassemble the inner and outer arm by installing the inner arm onto the rack arm. Reinsert the lock cylinder, rotate counter-clockwise until it locks and remove the key.



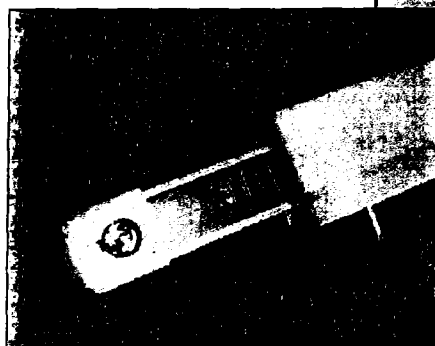
Step 1: Key Identification

- You will notice you have a pair of boot keys.
- The one you will need in order to release the boot using the alternate method is the shorter of the two keys.



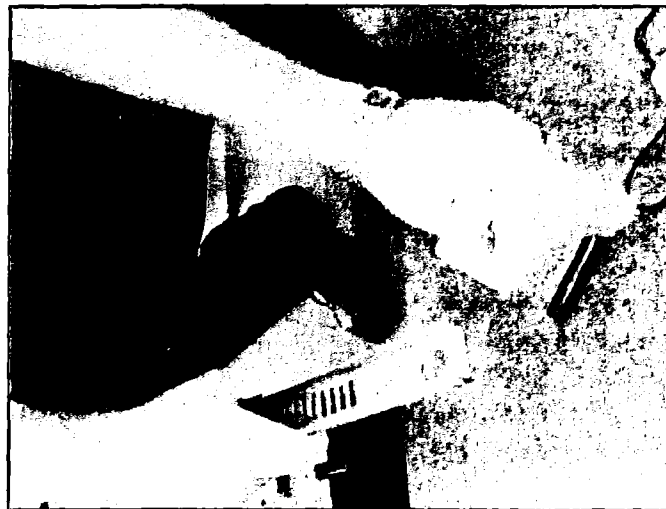
Step 2: Unlocking the back lock

- To unlock, locate the lock cylinder seated in the inner arm. Insert the shorter of two keys into the key-hole and turn the key clockwise.



Step 3: Removing the lock and rack

- Once you have turned the key a full rotation clockwise, continue to turn and apply a smooth pulling motion to extract the lock cylinder.
- Once you have done so, the inner arm is free to remove from the rack arm and can be done by wriggling the pieces back and forth until the components separate.



Step 1: Unlock

- You will notice you have a pair of boot keys and the one you will need in order to release the boot is the longer of the two keys.
- Once you have reached the vehicle in question, stick the longer of the two keys into the keyhole beneath the keypad and turn the key clockwise

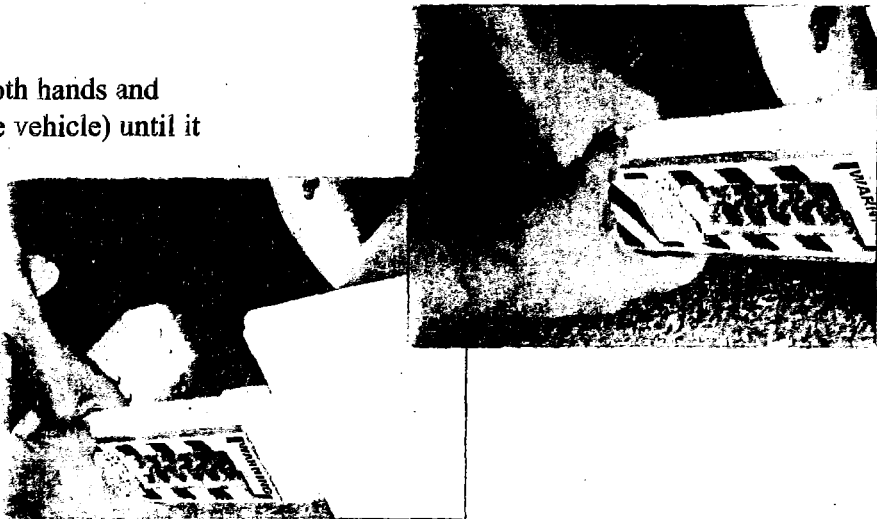


- Once you have turned the key all the way clockwise, you must return the key to its original position. Once you have done so the button to the left of the keyhole will "pop" out.



Step 2: Removal

You then grab the front of the boot with both hands and pull it out towards yourself (away from the vehicle) until it is fully extended or "open".



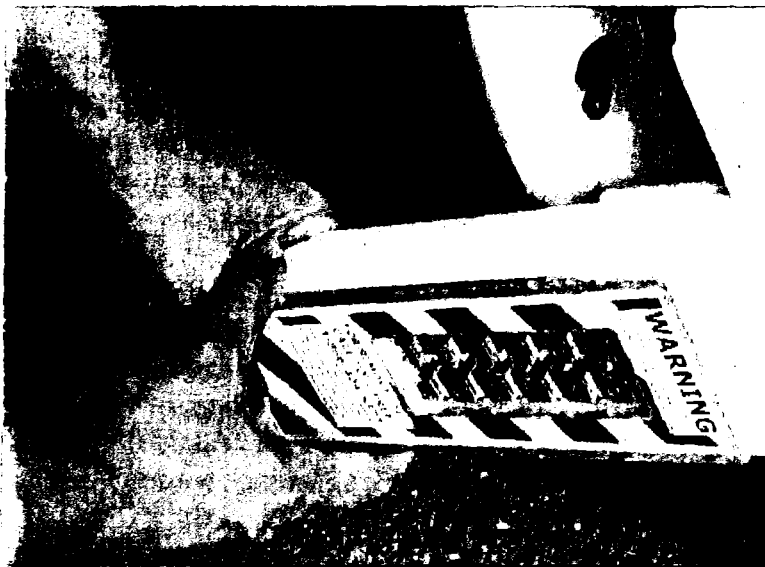
Step 3: Unhooking

You then must grab the rack and push the boot back under the vehicle until the inner arm has "unhooked" from the back of the wheel.



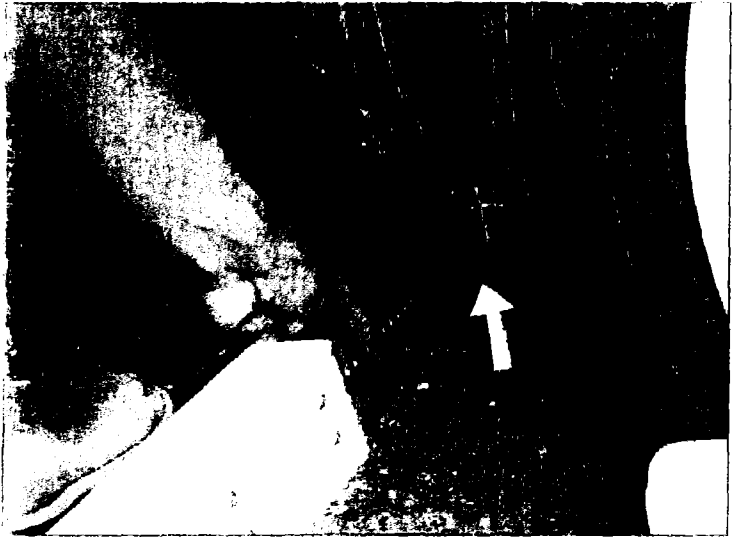
Step 5: Check Security

- Finally, pull on the front of the boot in order to make sure that you have securely placed the boot on the vehicle



Step 1: Arm and Place

- Arm the boot with the locking code. Once you arm the boot you should hear a clicking noise. The click means that the boot is "armed" and ready to lock. If you do not hear the click, attempt to arm the boot again. If you still do not hear the click put the boot back in the vehicle and use another boot.
- Open the boot to its widest position (inner arm farthest away from the outer arm) when approaching the vehicle and "hook" the upper part of the inner arm to the back or "inner" part of the wheel by pulling the boot forward once it is behind the wheel. This is very easy to do as there is rarely anything blocking the path to the inner part of the wheel.
- You must then "close" the boot by pushing the boot forward, towards the rim with one hand while holding the inner arm in place behind the wheel. Before deciding to actually lock the boot, be sure that the outer arm is hooked as tight as possible.



Step 2: Rack Placement

- Pull the front of the rack towards yourself and press the cylinder directly beneath the keypad until it remains flush with the rest of the key pad.



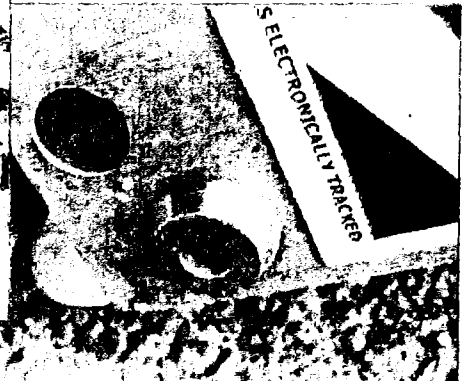
Step 3: Lugs

- Make sure the lug blocker is covering as many lugs as possible.



Step 4: Lock

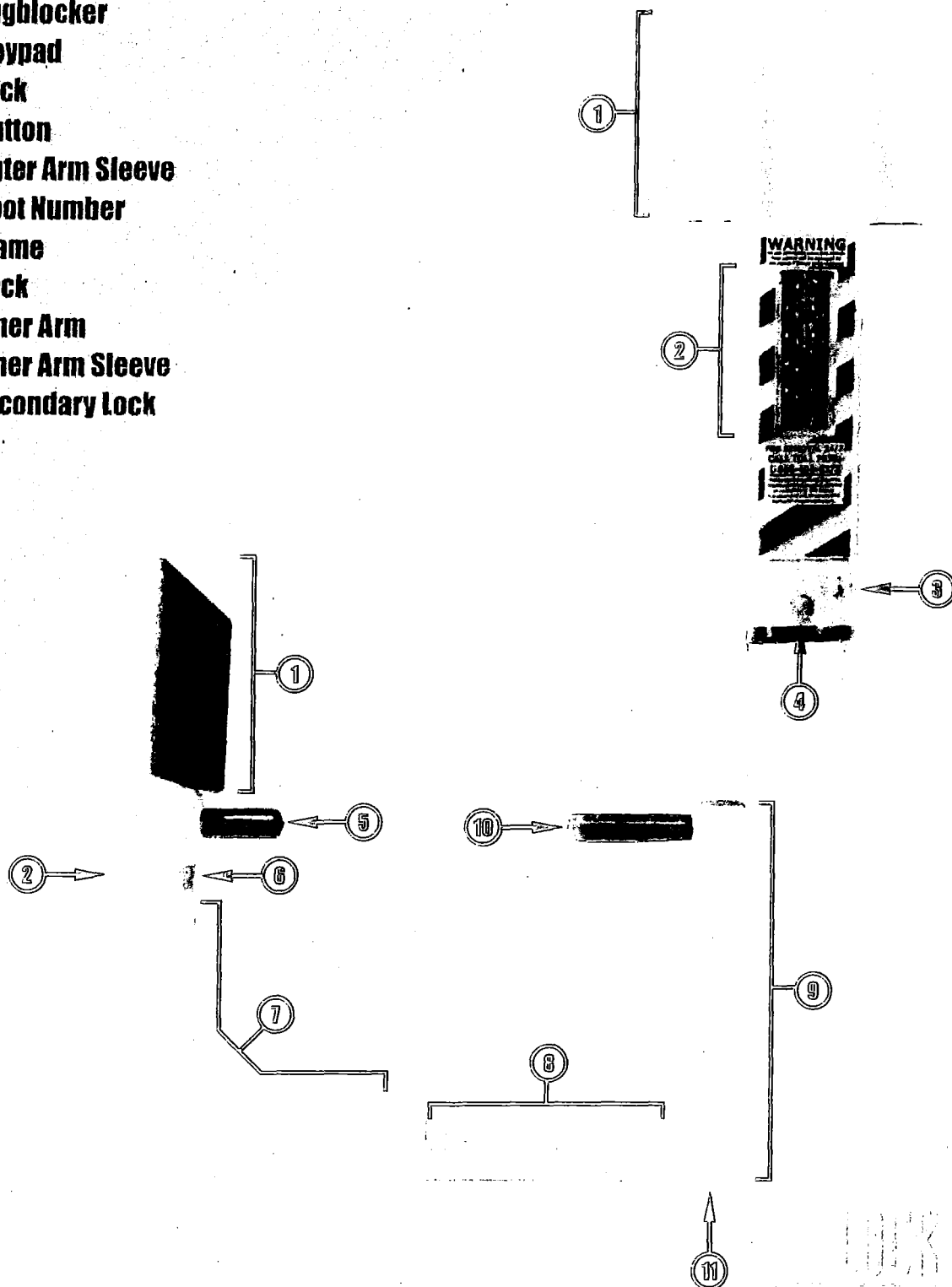
Push the button into lock the boot into place. If you are having difficulty pushing the button in, try to move the rack back and forth. The locking mechanism needs to go into one of the slots in order to lock. There will be times that you may need to "rock" or "wiggle" the rack until it "clicks" to a locked position.



BOOT ANATOMY

THE SMART BOOT

- ① Lugblocker
- ② Keypad
- ③ Lock
- ④ Button
- ⑤ Outer Arm Sleeve
- ⑥ Boot Number
- ⑦ Frame
- ⑧ Rack
- ⑨ Inner Arm
- ⑩ Inner Arm Sleeve
- ⑪ Secondary Lock



MLPR (ELSAG) Usage Guide

Step 5

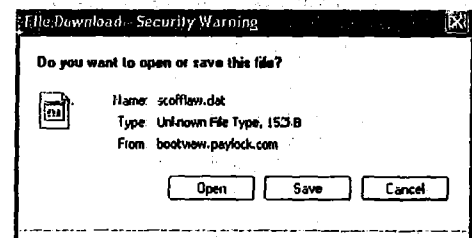
- Open the BootView window and login.
- Once the homepage comes up scroll down to the MLPR Files.
- Click Download on the right hand side (Image 4.1).

MLPR Files: 1

Customer	File Date	Total Vehicles	Total Amount	
	09/16/10 02:16 AM (ET)	12,268	\$0.00	

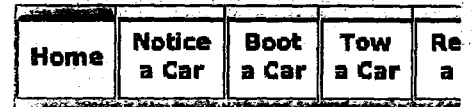
4.1

- Click on "Save" twice and the file should be saved in the c:\hotlist. (Image 5.1)



5.1

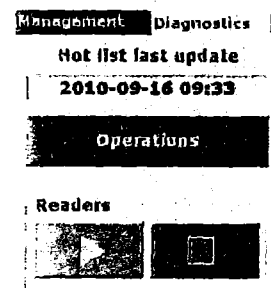
- Click on the "Boot a Car" tab and minimize the BootView screen. (Image 6.1)



6.1

Step 6

- Open the Car System application.
- Check the "Hot List Last Update" to make sure that the list you just downloaded has been uploaded to the MPH900 system. The date should be today's date and the time should be a few minutes ago. (Image 7.1)
- Verify that the LPR and GPS boxes are still green. If either box is red, please contact PayLock for support.



7.1

Step 7

- Start scanning.

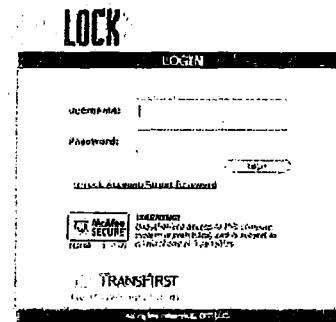
MLPR (ELSAG) Usage Guide

Step 1 (The Vehicle)

Turn the vehicle on and wait 60 seconds before moving to step 2.
Make sure all wires are connected (wires from LPR to the computer, etc)

Step 2 (The Laptop)

- Turn the laptop on.
- Login using a password if required.
- Wait for the Verizon Access Manager(VZAM) to connect you to the internet (Make sure VZAM is running). If it does not connect, go to the desktop and click on the icon for VZAM.
- The BootView Login screen should pop up. (Image 2.1) If it does not appear, double click on the BootView Shortcut located on the desktop of the computer.
- Minimize the BootView screen.



2.1

Step 3

- Click on the Car System icon on the desktop. (Image 3.1)
- When the Car System application launches, three boxes marked LPR, GPS and COM are displayed. (Image 3.2)
- If the LPR light is green, the cameras are operational. Move to step 4. (Image 3.2)
- If the box is red, the cameras are NOT operational. Contact PayLock.



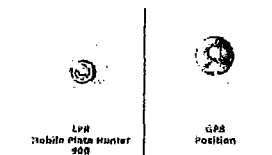
3.1



3.2

Step 4

- When Car System launches, click on the LPR Mobile Plate Hunter 900 (MPH 900) button. (Image 3.3)
- Minimize the program



3.3

Section 8: Notes

The notes section is used to enter notes onto the Collection Account and to see all the notes that have already been entered.

1. Shows where the note is typed.
2. The "Save" button is clicked after the note has been entered to save it to the Collection Account.

Notes	Go To End of Notes
1 ☐ Collection Requires Followup ☐ Payment Plan ☐ Needs Supervisor	2 Save Note Contact Motorist

1. User entered notes are on the left hand side
2. Computer generated notes are on the right hand side

1	2
PH Jun 17, 2011 (ET)	[1] Replied 06/17/11 05:00 PM (ET) ✓ - christin@paylock.com [2] Sam Record Status Changed 06/17/11 05:00 PM (ET) ✓ - christin@paylock.com [3] Sam Record Added 06/17/11 05:00 PM (ET) Root Reason: 4 or more unpaid tickets - christin@paylock.com
Sat Jun 18, 2011 (ET)	[4] Payment Added 06/18/11 03:10 PM (ET) Payment of \$201.00 applied via CP by - christin@paylock.com
[5] Call Started 06/19/11 03:39 PM (ET) Call started with Mary Beth @ 0061334567 on Jun 18 2011 3:39PM - christin@paylock.com	[6] Sam Record Status Changed 06/19/11 03:40 PM (ET) Root Reason: Status was updated Sam-Booked to Released w/ payment - christin@paylock.com
[7] User Entered Note 06/19/11 03:43 PM (ET) Mary Beth called in to make a partial payment for her mother. Her mother will be calling back to make a payment for the remaining balance. I made Mary Beth aware that the amount may change. I also made her aware that the vehicle is due to be towed on 6/19 at 3pm. - christin@paylock.com	

COLLECTION ACCOUNT BREAK-DOWN IN BOOTVIEW COMPLETE

000474

Section 7: Boot Record Break Down - Part 2

Section 3:

- Booted - The vehicle is currently booted
- Released w/ payment - The motorist has made payment to have the boot removed
- Released w/o payment - The boot was removed for the motorist without a payment being made (Only someone with Administrative Release capabilities may do this)
- Runaway - The motorist has removed the boot unlawfully
- Queued for Release - After clicking this button the vehicle will be placed in a queue to have the boot removed
- Release Dispatched - This button would be clicked after an officer has been dispatched to remove the boot
- Towed - This button would be clicked to tow the vehicle in BootView
- Queued for Tow - This button would be hit to put the vehicle in a queue to have a tow truck dispatched
- Tow Dispatched - This button is to be hit after a tow truck has been dispatched to the vehicles location

Section 4:

- On a Car - This means the boot is physically on the vehicle
- Missing/Lost - When the boot has been removed unlawfully and the boot cannot be found, the "Missing/Lost" button may be clicked
- Removed by Caller - No Problems - When a caller is able to remove the device while on the phone with the Help Center Representative without any problems this button is clicked.
- Removed by Caller - With Problems - When a caller is able to remove the device while on the phone with the Help Center Representative but had difficulty doing so this button is clicked.
- Removed by Officer - No Problems - When an officer has removed the device for the motorist and did not have any difficulty doing so this button is clicked.
- Removed by Officer - With Problems - When an officer has removed the device for the motorist and has difficulty doing so this button is clicked.

What is the status of this collection attempt?

3

	Released w/ payment	Released w/o payment
Runaway	Queued for Release	Release Dispatched
Towed	Queued for Tow	Tow Dispatched

What is the status of the boot?

4

	Missing/Lost	Removed by Caller - No Problems
Removed by Caller - With Problems	Removed by Officer - No Problems	Removed by Officer - With Problems

Section 7: Boot Record Break Down - Part 1

A boot record will appear after a vehicle has been booted. I have broken it down into sections the following sections include:

Section 1:

- Violation # - Shows the violation number associated with the boot record
- Installed On - Shows the date and time the boot was installed on the vehicle
- Parking Area - Shows the zone the vehicle was booted in
- Location - Shows where the vehicle was booted
- Installed By - Shows the enforcement officer
- Status - Shows the current status of the vehicle

Section 2:

- Device # - Shows the device number that was placed on the vehicle
- Unlock Code: The code to remove the boot will populate in this field after payment is taken
- Boot Returned On: Shows the date and time the boot was returned
- Boot Version: Used internally by PayLock to keep track of the boot generation
- Boot Status: Shows the current status of the boot

Boot Record

Violation #	1	5493E1	Location	126 Main Street
Installed On		6/13/2011 5:00:57 PM (ET)	Installed By	202
Parking Area		Zone 1	Status	Locked
Device #	2	50001064	Boot Version	21-500.1
Unlock Code:		*****	Boot Status:	On a Car
Boot Returned on		6/13/2011 4:09:39 PM (ET)		

What is the status of this collection attempt?

	Released w/ payment	Released w/o payment
Runaway	Queued for Release	Release Dispatched
Towed	Queued for Tow	Tow Dispatched

What is the status of the boot?

	Missing/Lost	Removed by Caller - No Problems
Removed by Caller - With Problems	Removed by Officer - No Problems	Removed by Officer - With Problems

Section 6: Tow Record Break Down

A tow record will appear after a vehicle has been towed. The tow record shows:

1. The "Customer" shows the Municipality. The "License Tag" shows the license plate and state of the vehicle. The "Parking Area" shows the zone the vehicle was towed in. The "Officer On Scene" is the Enforcement Officer.
2. The "Towing Company" shows who towed the vehicle. The "Vehicle Make" shows the make and color of the vehicle. "Towed On" shows the date and time the vehicle was towed. "Status" shows the current status of the vehicle.
3. The "How was the vehicle released?" section shows all the statuses that may be assigned to the vehicle after it has been towed, such as:
 - If the motorist makes a payment in full and his/her vehicle is released, the button "Released w/ payment" should be clicked.
 - If the motorist is allowed to remove the device without payment for the parking fines or tow fees (This would have to be approved by someone with Administrative Release capabilities) the "Released w/o payment" button would be clicked.
 - If the vehicle is stolen from the lot the "Runaway" button would be clicked.
 - If the vehicle is auctioned or scrapped, click the "Auction" button.

Tow Record

Customer 1	AnyTown	Towing Company 2	Tow Company 1
License Tag	456789 NJ	Vehicle Make	FIAT YELLOW
Parking Area	Zone 1	Towed On	6/18/2011 4:03:00 PM (ET)
Officer On Scene	Jane	Status	Towed

How was the vehicle released? **3**

Released w/ payment	Released w/o payment	Runaway
Auctioned		

Section 5: Bills And Payments Section

1. The red X indicates that the ticket is currently not paid.
2. The yellow check indicates that the ticket is partially paid.
3. The green check indicates that the ticket is fully paid.
4. This line shows the type of ticket, the ticket number, the date the ticket was issued and the amount of the ticket.
5. The white box has the following information:
 - Plate: The plate the ticket was issued.
 - Owner: If available the registered owner's name will be displayed here.
 - Note: The note information includes the violation, the registered owners information if available, the date the ticket was imported into BootView and how the ticket was created in BootView.
6. All payments and refunds will show on the right hand side under "Payments".
7. This line shows if the payment was successful, the type of payment, the date the payment was taken, the user who accepted the payment and the amount of money processed.
8. The payment details are listed here for PayLock internal purposes.

Bills & Payments

[Create Bill] [Create Many Bills] [Manage Bills] [Bill/Payment Associations] [Send Receipt]

Total Fines

\$262.00

Total Paid

- \$201.00

=

Amt Due

\$61.00

Make a Payment

Total amount due via credit card payment: \$0.00

Bills (5)

Payments (1)

Verify Credit Card

1	2 Type	Ref#	Due	4	5	6	7	8
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1	Parking Fine	1431431	1/2/2010 (ET)	4	\$12.00	Cash	6/18/2011 (ET)	christin@paylock	7	\$12.00	8
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Plate: NJ 456789
Owner: 123 777
Note: Violation: METER OVERTIME 37-253 Location: 900 MARKET STREET N. First Name: FIRST Last Name: LASTY Address: 517 W 39TH ST RAYTOWN 12345 created by import@paylock.com on 5/2/2011 (ET)
created by christin@paylock.com on 6/17/2011 (ET)

PAYMENT
Trans: 324216
Batch#: 0
paid by:
Gateway Confirmation #:

	Parking Fine	7356526	1/7/2010 (ET)		\$26.00			
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Plate: NJ 456789
Owner: 123 777
Note: Violation: METER OVERTIME 37-253 Location: 900 MARKET STREET N. First Name: FIRST Last Name: LASTY Address: 517 W 39TH ST RAYTOWN 12345 created by import@paylock.com on 5/2/2011 (ET)
created by christin@paylock.com on 6/17/2011 (ET)

	Parking Fine	4524545	2/4/2010 (ET)		\$21.00			
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Plate: NJ 456789
Owner: 123 777
Note: Violation: METER OVERTIME 37-253 Location: 900 MARKET STREET N. First Name: FIRST Last Name: LASTY Address: 517 W 39TH ST RAYTOWN 12345 created by import@paylock.com on 5/2/2011 (ET)
created by christin@paylock.com on 6/17/2011 (ET)

2	Parking Fine	2452454	7/3/2010 (ET)		\$54.00			
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Plate: NJ 456789
Owner: 123 777
Note: Violation: METER OVERTIME 37-253 Location: 900 MARKET STREET N. First Name: FIRST Last Name: LASTY Address: 517 W 39TH ST RAYTOWN 12345 created by import@paylock.com on 5/2/2011 (ET)
created by christin@paylock.com on 6/17/2011 (ET)

3	Boat Fee	549300	6/17/2011 (ET)		\$145.00			
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Plate: NJ 456789
Owner: 123 777
Note: 123
created by christin@paylock.com on 6/17/2011 (ET)

Section 4: Account Summary Section

1. This item is used by the PayLock Help Center.
2. The PayLock Help Center uses the "Caller Id" field and the "Caller Name" field to enter call back information from the motorist when a call is received.
3. "Fines" displays the amount due before payment. Paid shows the amount paid on the account. Due shows the current amount due on the account.
4. The "Pay" button is used by the PayLock Help Center to go to the payment screen.
5. For clients that have a fee for payment processing the full amount due with the credit card processing fee will display here.
6. Tow eligible time shows the date and time the vehicle will become eligible to be towed. The (PT) next to the time and date indicates that this time is displayed in Pacific time.
7. The affirmations are recited after a motorist makes payment with a Help Center Agent to receive the code.
8. "Release #" displays the boot release code after payment is made to the Help Center Agent. "Device #" displays the boot number on the vehicle. "Boot Type" is used internally by PayLock to keep track of the boot generation.
9. The "Boot Status" shows the current status of the boot. This will change as the boot is used on different vehicles. It will show the most up to date status.
10. The "Attempt Status" displays the current status of the vehicle.
11. The "Wrap - up Note:" may be used to put a note on the Collection Account. You must refresh the browser in order for the note to show on the account.

Account Summary		Delete	
1	Bring Bills Up to Date:	Bill Search 11	1
		Caller ID:	2
		Caller Name:	Save
		Tax Phone#	
			4
3	Fines	Paid	Due
	\$302.00	- \$201.00	= \$61.00
2	Amount Due:	Total amount due via credit card payment : \$0.00	5
		Tow Eligible Time: 5/19/2011 2:00 PM (PT)	6
3	Before Release:	Affirmations 7	
4	Release the Boot:	Release #	Device #
			98001064
		Boot Type	8
		M-9001	
5	Boot Status:	On a Car	9
		Due: Jun 20 2 3:10 PM (ET)	
6	Attempt Status:	Booted	10
7	Wrap-up Note:		11

Back to [create an account](#) | [host a car](#) | [search](#)

This account was originally created on 5/17/2011 2:55 PM (PT) by [PayLock Help Center](#)

Section 1: Search For Vehicle

- Enter the plate or violation number into the quick search
- Click "Go!"

456789

Go!

Section 2: Collection Account Break Down

1. This item allows you to change the time zone you view on the Collection Account. For a permanent change to your time zone contact PayLock.
2. This field is what is called the "Quick Search". Enter the plate number (without state) or the violation number into this field to bring up the Collection Account.
3. This item is BootView mail. BootView users are able to send messages through BootView to each other.
4. Item 4 shows the general information for the Collection Account such as the client being viewed, the violation number, the state of the vehicle, the plate of the vehicle, the vehicle description and where the vehicle is currently located.
5. The green flag means that this license plate has only one collection account associated with it. The orange flag means that the license plate has more than one collection account associated with it. (Ex. The license plate has a tow record and a boot record) The red flag means an alert has been placed on the account. (Ex. The vehicle is a runaway or an assisted release is mandatory)
6. If you scroll over the red flag you will see which alert has been placed on the account and the date the alert was created.

6/17/2011 5:00:58 PM (ET) **1**

Collection Account **2** 456789 **3**

4

Client: AYT Violation #: 549309 Plate: NJ 456789 Vehicle: YELLOW FIAT Location: 124 Main Street

5

6

Client: AYT Violation #: 549309 Plate: NJ 456789 Vehicle

Vehicle Alerts:

<u>Alert Type</u>	<u>Note</u>	<u>Created</u>
Runaway	This vehicle is a runaway.	6/18/2011 (ET)

Step 3: Other Attempts:

"Other Attempts:" shows multiple collection attempts for one plate. Under "Type" it will tell if the collection attempt is a tow, boot or other record. "Attempt Date" shows when the collection attempt was created. The "Violation #" displays the violation number for that specific attempt. The amount due will show the amount currently due. Status will tell you the current status of the vehicle.

Other Attempts:

Type	Attempt Date	Violation #	Due	Status
Tow	06/18/11 04:03 PM (ET)	549309	\$549.00	Towed
Boot	06/17/11 05:00 PM (ET)	549309	\$549.00	Towed

- Click the damaged button (1)
- Select the type of damage (2)
- Enter notes outlining the specifics of the damage (3) ex. The Lug Blocker is sawed in half
- Select the correct return location (4)
- Click "Return Boot" (5)

Violation #	631913	License Tag	JAZZ812Z
Device #	63001354	Date Booted	8/13/2011 9:15:20 AM (ET)
Device Condition		Good ☐ Damaged ☒ 1	
Please select a damaged item	None ☐ Frame ☐ 2 Keyboard ☐ Inner Arm ☐ Lug Blocker ☐ Locking Mechanism ☐ Rack ☐ Other ☐		
Damage Details		3	
Return Location		4 Return Location 1 :	
Return Date		8/14/2011 (ET)	
Return Time		3:12 PM (ET)	
Amount Due		\$0.00	
Return Boot		5	

- Go back to step 4 to complete the boot return process.

If the device is damaged you may review the "Boot Status Review" material to see if the damage needs to be recorded.

Boot Status Review

A returned boot must meet the following criteria before being accepted as 'Good'. If 'Damaged', please enter note as to how.

Gear rack slides back and forth easily.

Keypad does not appear damaged. (smashed, dented etc.)

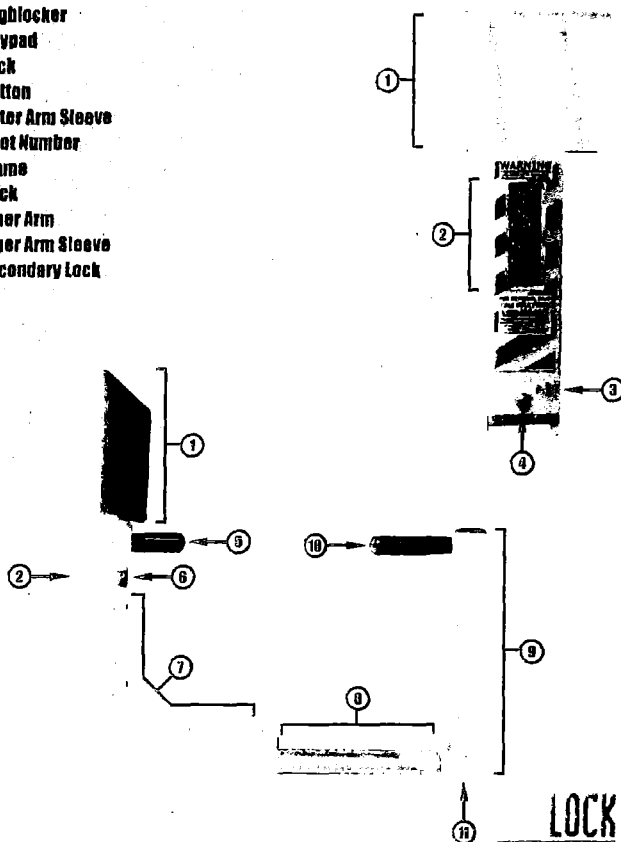
Boot arm does not appear bent.

Boot does not look twisted from being on/yanked off.

Lug blocker bent (intentional)

THE SMART BOOT

- ① Lugblocker
- ② Keypad
- ③ Lock
- ④ Button
- ⑤ Outer Arm Sleeve
- ⑥ Boot Number
- ⑦ Frame
- ⑧ Rack
- ⑨ Inner Arm
- ⑩ Inner Arm Sleeve
- ⑪ Secondary Lock



Step 4: Receipt Printing

- Click the "Print Receipt" button.

Boot Returned Successfully

Print Receipt

- Click "Send" and a printer prompt should appear on the screen allowing the document to be printed.

Send a Receipt

Send a Receipt: ☐ Vehicle Owner ☐ Third Party Payee

☒ **Print Receipt** ☐ **Email Receipt**

☒ Include Address Labels

Recipient: Belle, Smith

First Name: MI Last Name:

Address:

City State NJ US Zip Code 07000

Send **Close**

- The boot return process is complete.

Step 3.2: Boot Return - Good Condition

- Choose the condition of the device good or damaged (If damaged move to step 5).
- If the device is in good condition, select "Good"(1).
- Select the correct return location (2).
- Click "Return Boot".

Device ID: 012345 Device ID: 012345
 Date: 12/12/19 Location: 12/12/19 12:12:19

Device ID: 012345 Device ID: 012345
 Date: 12/12/19 Location: 12/12/19 12:12:19
 Device ID: 012345 Device ID: 012345
 Date: 12/12/19 Location: 12/12/19 12:12:19
 Device ID: 012345 Device ID: 012345
 Date: 12/12/19 Location: 12/12/19 12:12:19

Return Boot **3**

Notes

[Go To End of Notes](#)

Save More

Contact Motorist

Boot Status Review

4. Choose the condition of the device good or damaged (If damaged move to step 5).
 If the device is in good condition, select "Good"(1).
 Select the correct return location (2).
 Click "Return Boot".

Device ID: 012345 Device ID: 012345
 Date: 12/12/19 Location: 12/12/19 12:12:19

Device ID: 012345 Device ID: 012345
 Date: 12/12/19 Location: 12/12/19 12:12:19

Device ID: 012345 Device ID: 012345
 Date: 12/12/19 Location: 12/12/19 12:12:19

Device ID: 012345 Device ID: 012345
 Date: 12/12/19 Location: 12/12/19 12:12:19

Device ID: 012345 Device ID: 012345
 Date: 12/12/19 Location: 12/12/19 12:12:19

- The vehicle associated with that device number will show up.
- If the device does not show up call the PayLock Dispatch Line for assistance (877 - 314 - 3767)
- Click "Return".

Return a Boot
Overdue Boots
Returned Boots

Return a Boot Filter

Customer

All Customers

:

09/12/2011

10:34 AM

License Tag

0000000000

Search

1 Records Found

↓

Download

Customer	Sticker #	Boot Serial	License	Date Booted	Amt Due
ACT	001813	50001001	NY 1A22D122	01/13/2011 8:13:10 AM ET	\$0.00

1

Login to BootView: <https://bootview.elpd.org/>

Click on the "Return A Boot" tab on the navigation bar.



(The navigation bar may differ)

- Enter the last four digits of the boot number listed on the device in the "Device #:" field.
- Click the "Search" button.

A screenshot of the 'Return a Boot' filter form. At the top, there are three tabs: 'Return a Boot', 'Overdue Boots', and 'Returned Boots'. Below the tabs is the heading 'Return a Boot Filter'. The form contains several input fields: 'Customer' (with a dropdown arrow), 'No. Customers' (with a numeric input field containing '3'), 'Device' (with a dropdown arrow and '000' visible), and 'License Tag' (with a text input field containing '9000'). A 'Search' button is located at the bottom right of the form. A large, hollow diagonal arrow points from the top right towards the 'Device #' field.

Step 3: Dispatched for Release Tab

- The dispatched for release tab shows all the vehicles that an officer has already been dispatched to remove the boot. You are able to see which officer was dispatched (Officer) and when (Dispatched Date).
- Once the boot has been removed scroll over the vehicle and hit "Released by Officer - No Problems".
- The assisted release procedure is complete.

Note: If the officer has difficulty removing the device contact the PayLock Dispatch Line (877 - 314 - 3767)

Queued for Release		Dispatched for Release						
Dispatched for Release Filter								
Customer:	Date Dispatched:							
	From:		☒ today (ET)					
	To:	10/11/2011	(ET)					
			Run Filter					
☐ Only show accounts currently Dispatched for Release								
1 Records Found								
Customer	Make/Model/Color	VIO#	Plate	Boot#	Location	Officer	Dispatched Date	Amt Due
Released By Officer - No Problems	K	875646	NJ- KIW1	FAKE091	11 Motor Drive	Mel Alternator	10/11/11 04:56 PM (ET)	\$0.00
1								

Step 1: Login

- Login to BootView: <https://bootview.paylock.com>
- Click on the "Release A Boot" tab on the navigation bar.



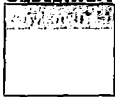
(The navigation bar may differ)

Step 2: Queued for Release Tab

- The "Queued for Release" tab displays all the vehicles in queue to have the device removed.
- Once the officer has been called, scroll over the vehicle and hit "Release Dispatched".

Queued for Release | **Dispatched for Release**

Queued for Release Filter

Customer:  **Date Queued:** From: X today (ET) To: 10/11/2011 (ET) **Run Filter**

☒ Only show accounts currently Queued for Release

19 Records Found

Customer	VIO#	Plate	Make/Model	Location	Zone	Boot#	Reason	Amt Due	Time Queued	Days/Hrs Queued
AY	Release Dispatched	1	MINI COOPER PINK	11 Motor Drive	On-Street Parking	FAKE091	Cash Payment Made	\$0.00	10/11/11 04:54 PM (ET)	0hrs
AYT	675675	CA-5MCN255	PONI SIL	7 Glen Way	On-Street Parking	FAKE075	Cash Payment Made	\$0.00	10/10/11 12:15 PM (ET)	28hrs

- Once the "Release Dispatched" button is hit a box will appear prompting the user to select an officer. Select the officer and hit "Submit". Once "Submit" is hit, the vehicle will disappear from this screen and move to the "Dispatched for Release" tab.

RELEASE DISPATCH

What officer dispatched to this release? **Select Officer** ▼

Submit **Cancel**

Note: Eligible Soon

Click on the "Eligible Soon" tab. This tab is designed to show future tow eligible vehicles. A custom time frame may be entered to search. Enter the time frame and press "Run Filter" to see the results.

Eligible for Tow	Queued for Tow	Tow Dispatched	Eligible Soon					
Eligible Soon Filter								
Customer: 		Hour: 19						
		Run Filter						
2 Records Found								
1								
<u>Customer#</u>	<u>VIO#</u>	<u>License Tag</u>	<u>Make/Model/Color</u>	<u>Tow Eligible Date</u>	<u>Amt Due</u>	<u>Hours until tow (HH:MM)</u>	<u>Phone#</u>	<u>Caller Name</u>
AYT	190003	CA 13Y6451	HOND-BLK	10/12/2011 9:38:56 AM (ET)	\$140.00	18:59		
AYT	190002	CA 284JKD	FOR-BLA	10/12/2011 9:38:13 AM (ET)	\$140.00	18:59		

Step 4.2: Towing A Car

- The "Tow A Car" screen will appear. (See Image)
- Select the zone the vehicle is being towed in (1), the tow company (2), the officer on scene (3) and where the boot is being returned (4). If you need to enter notes about the vehicle enter them in the note box (5).
- After entering all the information above hit the "Tow" button.

Tow a Car

Go to Collection Account

Customer Name: AnyTown ▼

Parking Area: On-Street Parking ▼ **1**

Tow Company: A Tow Company ▼ **2**

Officer On Scene: ▼ **3**

Towed Date: 10/11/11 (ET)

Towed Time: 2:44 PM (ET)

License Tag: 123456

License State: NJ (US) ▼

Car Maker/Model: CHRYSL

Car Color: BL

Location: 146 Merry Street

Boot Serial Number: FAKE091

Return Location: Select a Location ▼ **4**

Good Damaged NotPresent

Boot Status: Removed by Officer - No Problems ▼

Note with update or New Note: **5**

Tow

Step 4.3: Towing A Car Completed

- Once the tow record has been processed after you hit the "Tow" button, you will be brought to the tow record for the vehicle.

Client: AYT Violation #: 653563 Plate: NJ 123-456 vehicle: BL CHRYSL Location: A Tow Company

[Bills & Payments] [Tow Records] [Notes] [] [] [] []

Other Attempts:

Type	Attempt Date	Violation #	Due	Status
Tow	10/11/11 02:44 PM (ET)	653563	\$140.00	Towed
Boot	10/01/11 01:00 PM (ET)	653563	\$140.00	Towed

Step 3.1: The Queued for Tow Tab Continued

- Once the "Tow Dispatched" button is hit, a box will appear. Choose the towing company in the drop down that is in route to tow the vehicle. Hit the "Submit" button.

Eligible for Tow | **Queued for Tow** | Tow Dispatched | Eligible Soon

Queued for Tow Filter

Customer: Date:

From: Tow Dispatch Company (n the list)

To: Please select the tow company dispatched

Select Tow Company: **FAKE COMPANY**

Submit Cancel 12 Records

Customer #	VIO#	License Tag	Make/Model/Color	Location	Zone	Boot #	Reason	Days/Hrs Booted	Time Queued
AYT	553563	NJ 123456	CHRYSLER - BL	146 Harry Street	On-Street Parking	FAKE001	Over Time Limit	10 days	10/11/2011 1:32:52 PM (ET)

- Once the "Submit" button is hit, the vehicle will disappear from the "Queued for Tow" screen and move to the "Tow Dispatched" screen.

Step 4.1: The Tow Dispatched Tab

The "Tow Dispatched" tab is a queue showing all vehicles that a tow truck has been dispatched to retrieve.

- This list will show when the tow truck was dispatched and which tow company was dispatched to retrieve the vehicle.
- Once the vehicle is towed, scroll over the vehicle and hit the towed button.

Eligible for Tow | Queued for Tow | **Tow Dispatched** | Eligible Soon

Dispatched Tow Filter

Customer: Date:

From: (ET) To: (ET)

Tow A Car (not on the list)

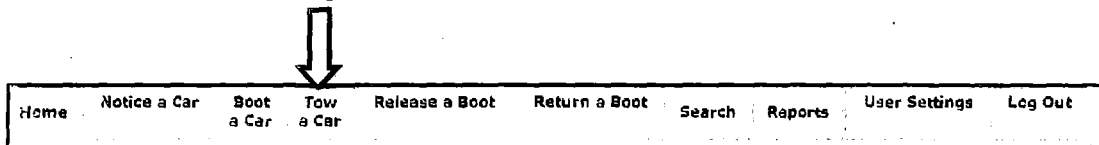
Run Filter

4 Records Found

Customer #	VIO#	License Tag	Make/Model/Color	Location	Zone	Boot #	Reason	Tow Company	Days/Hrs Booted	Time Dispatched	Amt Due
AYT	553563	NJ 123456	CHRYSLER - BL	146 Harry Street	On-Street Parking	FAKE001	Over Time Limit	A Tow Company	10 days	10/11/2011 2:38:49 PM (ET)	\$140.00
Towed											
AYT	587564	CA 8C1K157	GMC - GRN	123 Harry Street	On-Street Parking	FAKE001	Over 48 hrs	A Tow Company	4 days	10/11/2011 1:52:24 PM (ET)	\$235.00

Step 1: Login

- Login to BootView: <https://bootview.paylock.com>
- Click on the "Tow a Car" tab on the navigation bar.



(The navigation bar may differ)

Step 2: Eligible for Tow Screen

- The eligible for tow screen is used by PayLock to sift through the vehicles that become eligible for tow. It is very important to make sure that a vehicle is not towed in error. PayLock will monitor these vehicles and move them to the "Queued for Tow" screen so the officer may dispatch a tow truck from there.

Eligible for Tow | Queued for Tow | Tow Dispatched | Eligible Soon

Eligible for Tow Filter

Customer: Date: From: (Today) (ET) To: (ET)

Tow A Car (not on the list)

Run Filter

1 Records Found

Customer #	VIO#	License Tag	Make/Model/Color	Location	Zone	Boot #	Days/Hrs Booted	Booted Date	Amt Due
Queued for Tow									
Tow Dispatched	652563	NJ 123456	CHRYSLER	145 Merry Street	On-Street Parking	FAKE091	10 days	10/11/2011 1:00:00 PM (ET)	\$140.00
Towed									

Step 3: The Queued for Tow Tab

- Officers should monitor the "Queued for Tow" tab frequently.
- Once on this tab a listing of all vehicles waiting to be towed will be displayed.
- As soon as a tow truck is called the "Tow Dispatched" button must be hit.
- To make this button appear, scroll over the vehicle listing.

Eligible for Tow | Queued for Tow | Tow Dispatched | Eligible Soon

Queued for Tow Filter

Customer: Date: From: (Today) (ET) To: (ET)

Tow A Car (not on the list)

Run Filter

12 Records Found

Customer #	VIO#	License Tag	Make/Model/Color	Location	Zone	Boot #	Reason	Days/Hrs Booted	Time Queued	Amt Due
Tow Dispatched										
Towed	652563	NJ 123456	CHRYSLER	145 Merry Street	On-Street Parking	FAKE091	Over Time Limit	10 days	10/11/2011 2:32:52 PM (ET)	\$140.00

If the boot record is not displayed look for a **IMG: 6)** indicating which field(s) needs to be addressed before saving.

IMG: 6

After all the information is entered, hit "Save". The boot record will be displayed after hitting the save button. (IMG: 7)

IMG: 7

Note: "Save & Add" (Save & Add is used when you have multiple records to enter).

Step 3.2: Boot Eligible Response

- If the vehicle is boot eligible, the words "Vehicle is boot eligible" will appear in green under the "Customer" box. (See IMG: 4)

Customer
Anytown
Vehicle is boot eligible

IMG: 4

- Fill in all remaining information such as the make of the vehicle (1), color (2), address of where the vehicle is located (3), device number (4), violation number (5), boot reason (6), booting officer and enforcement officer (7), and zones (8) (If applicable). (IMG: 5)
- Assisted Release Only - Boot Applied Street Side - Check this box if the boot has been applied to the tire facing the street side of the vehicle or any other hazard to the motorist may exist. (IMG: 5)
- Queue This Car For Immediate Tow - Check this box if the vehicle needs to be towed immediately. (IMG: 5)
- No entry is required in the "Date" or "Time" fields. The current date and time will save automatically. (IMG: 5)

Customer	Plate	State	Plate Type
Anytown	123456	VA (US)	
Vehicle is boot eligible			(4 tickets - \$280.00)
Date	Time (ET)	Add Boot Record To	
		New Collection Attempt	
Make/Model	Color	Street #	Location
MERCEDES	BLUE	123	Main Street
Device #	Violation #		
1413 - Smart Boot	66789		
Boot Reason			
Other			
Booting Officer	Enforcement Officer		
Smith, Kevin 1962	Smith, Kevin 1962		
Enforcement Zone			
On-Street Parking			
☐ Assisted Release Only - Boot Applied Street Side ☐ Queue This Car For Immediate Tow			
Save	Save & Add	Cancel	

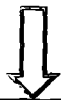
IMG: 5

Booting Officer: The booting officer is the officer who physically places the boot on the vehicle.

Enforcement Officer: The enforcement officer is the officer who located the vehicle.

1
Login to BootView: <http://bootview.tadylod.com>

Click on the "Boot A Car" tab on the navigation bar.



Home	Notice a Car	Boot a Car	Tow a Car	Release a Boot	Return a Boot	Search	Reports	User Settings	Log Out
------	--------------	------------	-----------	----------------	---------------	--------	---------	---------------	---------

IMG: 1 (The navigation bar may differ)

- Step 1: Enter the plate number.
- Enter the plate into the "Plate" field. ***We suggest checking the LPR plate scanned to the actual vehicle to make sure a boot in error does not occur due to booting the incorrect plate***
 - Press the tab key on your keyboard to move to the next field.
 - BootView will display the eligibility results below the "Customer" field.

Customer	Plate	State	Plate Type
AnyTown			

IMG: 2

If the vehicle is not boot eligible, continue scanning.

Customer
AnyTown

IMG: 3

No. 2010-34

Dated: December 15, 2011

This document supersedes any certificate previously issued under this number

This is to certify that the Policy(ies) of insurance listed below ("Policy" or "Policies") have been issued to the Named Insured identified below for the policy period(s) indicated. This certificate is issued as a matter of information only and confers no rights upon the Certificate Holder named below other than those provided by the Policy(ies).

Notwithstanding any requirement, term or condition of any contract or any other document with respect to which this certificate may be issued or may pertain, the insurance afforded by the Policy(ies) is subject to all the terms, conditions and exclusions of such Policy(ies). This certificate does not amend, extend or alter the coverage afforded by the Policy(ies). Limits shown are intended to address contractual obligations of the Named Insured.

Limits may have been reduced since Policy effective date(s) as a result of a claim or claims.

Certificate Holder:

City of Berkeley
Dept. of Information Technology
2180 Milvia St., 4th Floor
Berkeley, CA 94704
Attn.: Butch Lavin

Named Insured and Address:

Genetec Inc.
2280 Boulevard Alfred-Nobel
Suite 400
Saint-Laurent, QC H4S 2A4

This certificate is issued regarding:

Overtime parking enforcement system for the City of Berkeley

Type(s) of Insurance	Insurer(s)	Policy Number(s)	Effective/Expiry Dates	Sums Insured Or Limits of Liability	
COMMERCIAL GENERAL LIABILITY - Blanket Contractual Liability - Bodily Injury and Property Damage - Cross Liability Clause - Severability of Interest	Chubb Insurance Company of Canada	35946815	Dec 17, 2010 to Feb 20, 2012	General Aggregate	CDN 1,000,000
				Each Occurrence	CDN 1,000,000
				USA Territory Aggregate	CDN 1,000,000
				Personal & Advertising Injury	CDN 1,000,000
				Tenants Legal Liability "All Risks" (any one claim)	CDN 1,000,000
				Medical Expense	CDN 10,000
				Products and Completed Operations Aggregate Limit	CDN 1,000,000
				Non - Owned Auto	CDN 1,000,000
WORKERS' COMPENSATION & EMPLOYERS' LIAB	Liberty Mutual Insurance Company	WC1-B72-170865-011	Oct.01, 2011 to Oct 01, 2012	Employers Liability	USD 1,000,000
				Employers Liability, by Accident.	USD 1,000,000
				Employers Liability, by Disease	USD 1,000,000

Additional information:

The City, and its directors, officers, representatives, employees, consultants, subconsultants and agents are added as Additional Insureds but only with respect to liability arising out of the operations of the Named Insured.

Notice of cancellation:

Should any of the policies described herein be cancelled before the expiration date thereof, the insurer(s) affording coverage will endeavour to mail 30 days written notice to the certificate holder named herein, but failure to mail such notice shall impose no obligation or liability of any kind upon the insurer(s) affording coverage, their agents or representatives, or the issuer of this certificate.

Marsh Canada Limited

1981 McGill College Avenue
Suite 820
Montréal, QC H3A 3T4
Telephone: 514-285-4703
Fax: 514-285-6652
annie.quenneville@marsh.com

Marsh Canada Limited

By:



Annie Quenneville

RESOLUTION NO. 64,984-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.

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 valued at about \$49,000.

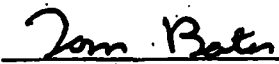
The foregoing Resolution was adopted by the Berkeley City Council on July 13, 2010, 2010 by the following vote:

Ayes: Anderson, Arreguin, Capitelli, Maio, Moore, Wengraf, Worthington, Wozniak and Bates.

Noes: None.

Absent: None.

Attest: 
Deanna Despain, CMC, City Clerk


Tom Bates, Mayor

LOCK

ENFORCE. MANAGE. COLLECT.

Standard Operating Procedure (SOP)

80%

For:

Vehicle Immobilization

using

PayLock's SmartBoot Services

For Berkeley, CA

Revised: 8/22/2011

GIL ALMOGI
(908) 595-6900
EXT 117

Bart Blair
Director of Account
Management

205 W Main St.
4th Floor
Somerville, NJ 08876
908.595.6900 x102
908.872.9316
bblair@

23247

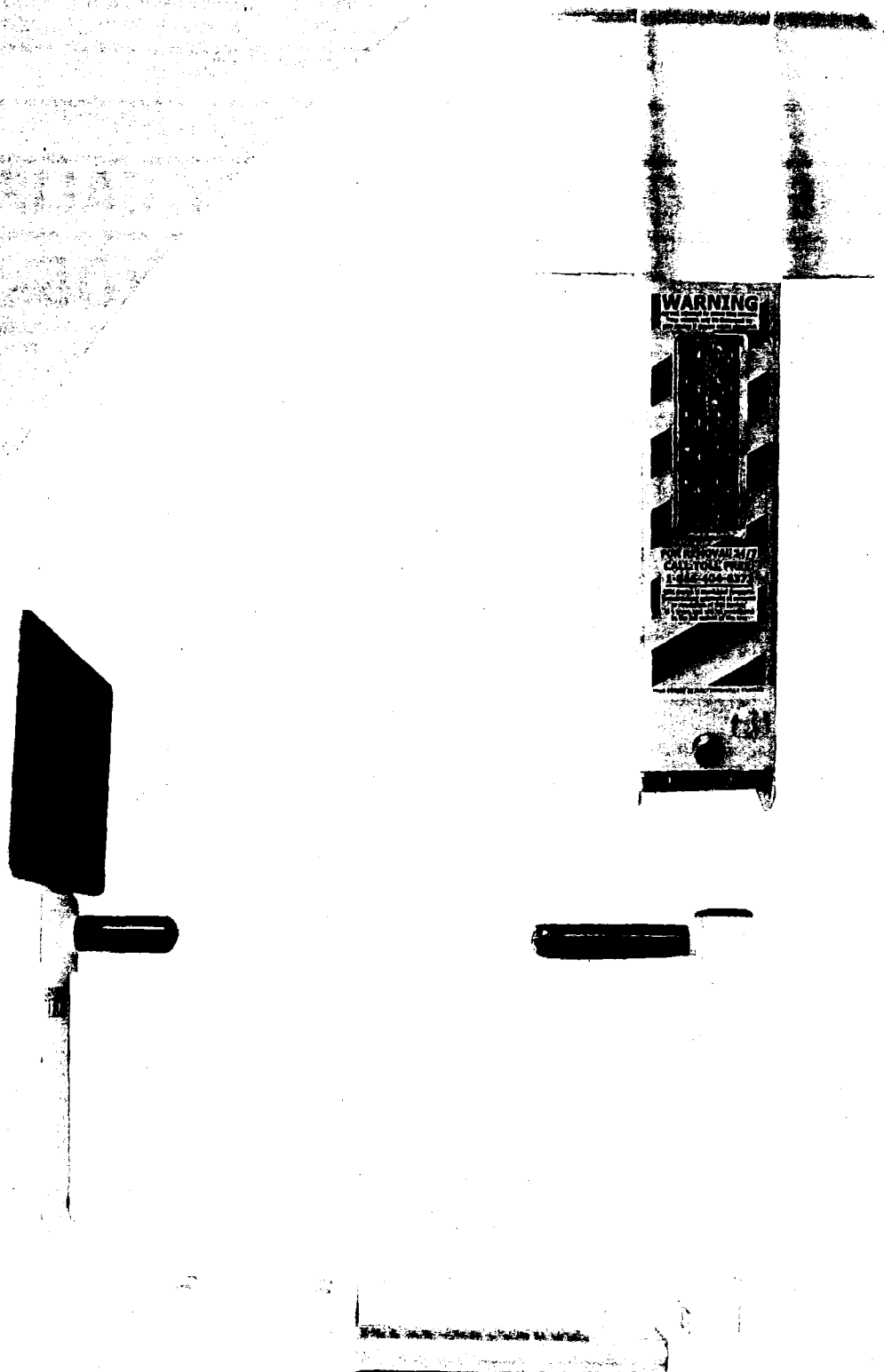
LOCK

INTEGRATED PUBLIC TECHNOLOGIES

000501

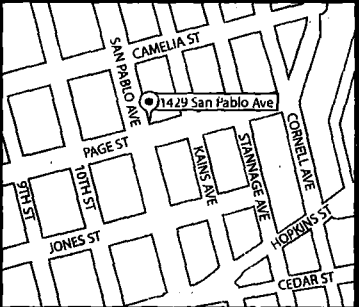
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THE SMART BOOT



LOCK

Immobilization Notice

CAUTION		ANY ATTEMPT TO MOVE THIS VEHICLE WILL RESULT IN SERIOUS DAMAGE TO THE VEHICLE.	
DO NOT ATTEMPT TO MOVE THIS VEHICLE		WARNING: ANY DAMAGE OR VANDALISM TO THE IMMOBILIZATION DEVICE WILL BE PROSECUTED TO THE FULLEST EXTENT OF THE LAW	
1) DATE	2) TIME	3) LICENSE PLATE NUMBER	4) COLOR/MAKE/MODEL
5) LOCATION		6) DEVICE #	7) OFFICER
COMMENTS:			
SEIZURE BY CITY OF BERKELEY, CALIFORNIA			
1-877-205-5566			
WHEN YOU CALL, YOU WILL NEED THIS NUMBER →			BOOT VIOLATION#
This vehicle may be subject to an IMMEDIATE TOW			
THIS VEHICLE HAS BEEN IMMOBILIZED BY THE CITY OF BERKELEY FOR 5 OR MORE OUTSTANDING PARKING VIOLATIONS PURSUANT TO CALIFORNIA VEHICLE CODE SECTION 22651.7. THIS CAN BE RESOLVED OVER THE PHONE 24/7. CALL TOLL-FREE 1-877-205-5566. THE CITY OF BERKELEY ASSUMES NO LIABILITY FOR THE LOSS OR DAMAGE OF THIS VEHICLE OR ITS CONTENTS WHILE IMMOBILIZED. DAMAGE TO THE IMMOBILIZING OR BOOTING EQUIPMENT WILL RESULT IN ADDITIONAL CHARGES.			BOOT DROP-OFF LOCATION Avenue Towing 1429 San Pablo Ave Berkeley, CA 94702 Hours: M-F 8 AM - 5 PM, call phone number for drop off outside of office hours Tel: 510-524-2400
Call 1-877-205-5566 to use Credit Card for immediate release!		If your vehicle was towed:	
Or to pay with cash in person, go to: Berkeley Finance Department 1947 Center St Berkeley, CA 94704 M-Th 8:30 AM - 4 PM. Closed Fri, Sat, Sun, and Holidays.		1. Call 1-877-205-5566 for important information. 2. If the vehicle was towed, additional fees will be assessed.	
VIN/REMARKS			
			

LOCK

ENFORCE. MANAGE. COLLECT.

Standard Operating Procedure (SOP)

LIVE

For:

Vehicle Immobilization

using

PayLock's SmartBoot Services

For Berkeley, CA

Revised: 10/3/2011

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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.

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.

- 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

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 check the CLETS system to verify that the vehicle is not under new ownership or is an exempt vehicle from the program.
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

Avenue/Berkeley Towing

Dave Kotolup 510-524-2400

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

TOW ELIGIBILITY/IMMEDIATE TOWING

Towing Eligibility:

A vehicle is eligible to be towed 48 hours after it has been immobilized. 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.

Forms of payment accepted are cash and credit card (requires ID, no AMEX). If providing a credit card, the driver will call the number to the main office to process the charge. The vehicle owner will be given a hand-written receipt on-scene, but if he requires a credit card receipt, one can be received by going to the main office at 1429 San Pablo Ave.

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, impound 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 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 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 Avenue Towing.

LETTER TO THE VEHICLE OWNER

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

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.

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	510-981-5983 510-773-7706 – mobile
Robert Rittenhouse	510-981-5982 510 773-7879 – mobile
Berkeley PD Communications Center (ask for the on-duty Watch Commander)	510-981-5900

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 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

PayLock Contacts (PayLock use only):

2-14 DVLE 17
2-9 TAKE

Sheri Jackson 510-981-7246

BERKELEY PAYMENT LOCATION

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

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

MERGING/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 Watch Commander 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 Watch Commander on duty by calling the BPD Dispatch line, identifying themselves, and asking to speak with the Watch Commander. (Typically the Watch Commander will have to return the call to the Help Center.) PayLock will request the release and ask the Watch Commander to inform them when the release is completed so that BootView can be noted accordingly.

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

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 510-981-5900.

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 officer 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 discernable 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 discernable 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
841 Folger Ave
Berkeley, CA 94710

Phone number: 510-981-5983

DEVICES RETURNED TO PAYLOCK FOR REPAIR

In the event that Berkeley has a damaged device, a member of the Berkeley PD will pack the devices and ship them to PayLock for repair.

The current contact for shipping devices:

Berkeley Police Department
Traffic Substation

Attention: Lt. Diane Delaney, Supervisor
 841 Folger Ave
 Berkeley, CA 94710

Phone number: 510-981-5983

VEHICLE IMMOBILIZATION PROGRAM FEES

In addition to the outstanding parking tickets owed by the registered owner of the vehicle, the motorist must also resolve the

Credit card processing fees (paid through PayLock only):

Amount Paid (Cash)	Amount Paid (Credit Card)	PayLock Processing Fee
\$0.01	\$250.00	\$7.00
\$250.01	\$500.00	\$13.00
\$500.01	\$750.00	\$19.00
\$750.01	\$1,000.00	\$25.00
\$1,000.01	\$1,500.00	\$36.00
\$1,500.01	\$2,000.00	\$46.00
\$2,000.01	\$2,500.00	\$60.00
\$2,500.01	\$3,000.00	\$70.00
\$3,000.01	\$5,000.00	\$116.00
\$5,000.01	\$7,500.00	\$175.00

Boot Fee: \$140

Damaged Boot Fee: \$200-500

Lost Boot Fee: \$500

Late Boot Fee(s): \$25 every 24 hours (excluding weekends and holidays)

BOOT HEARINGS AND APPEAL PROCESS

BOOT APPEALS

The vehicle owner will pay all fines and fees through PayLock. The vehicle owner may no longer contest the tickets but may appeal the booting instance. However, the vehicle owner must be capable of providing proof that there are not five (5) outstanding parking tickets on the vehicle each aged more than 30 days, e.g., a receipt for a paid ticket, a notice stating that a hearing has been scheduled, etc. If the owner lacks this proof, the booting instance may not be contested, and the owner must pay all fines and fees.

If the owner has the required proof, he or she will need to call the Berkeley PD to request a boot appeal hearing. After being granted a hearing date and time, the owner will be able to present his or her case and receive a decision. If payment for the boot record has already been made, the vehicle owner may be due a refund of monies received. Payments made through PayLock's Boot Release Line should be refunded by PayLock, upon authorization from the BPD. Payments made through Customer Service require a claim filed through the City Attorney's office in order to be refunded appropriately.

The address and hours for boot appeal hearings are as follows.

Address:

841 Folger Ave

Berkeley, CA 94704

Phone number: 510-981-5984

Hours: M-F, 8 AM – 5 PM; Saturdays or holidays by appointment only

REPORTS

Real-time boot-related data and financial reports will be available through the web-based BootView Software system. (<https://bootview.paylock.com>)

Requests for user/login may be directed to PayLock Account Management (accountmanagement@paylock.com).

RELEVANT ORDINANCES

CALIFORNIA VEHICLE CODE SECTION 22651.7:

(a) In addition to, or as an alternative to, removal, a peace officer, as defined in Chapter 4.5 (commencing with Section 830) of Title 3 of Part 2 of the Penal Code, or a regularly employed and salaried employee who is engaged in directing traffic or enforcing parking laws and regulations, of a jurisdiction in which a vehicle is located may immobilize the vehicle with a device designed and manufactured for the immobilization of vehicles, on a highway or any public lands located within the territorial limits in which the officer or employee may act if the vehicle is found upon a highway or public lands and it is known to have been issued five or more notices of parking violations that are delinquent because the owner or person in control of the vehicle has not responded to the agency responsible for processing notices of parking violation within 21 calendar days of notice of citation issuance or citation issuance or 14 calendar days of the mailing of a notice of delinquent parking violation, or the registered owner of the vehicle is known to have been issued five or more notices for failure to pay or failure to appear in court for traffic violations for which no certificate has been issued by the magistrate or clerk of the court hearing the case showing that the case has been adjudicated or concerning which the registered owner's record has not been cleared pursuant to Chapter 6 (commencing with Section 41500) of Division 17. The vehicle may be immobilized until that person furnishes to the immobilizing law enforcement agency all of the following:

- (1) Evidence of his or her identity.
- (2) An address within this state at which he or she can be located.
- (3) Satisfactory evidence that the full amount of parking penalties has been deposited for all notices of parking violation issued for the vehicle and any other vehicle registered to the registered owner of the immobilized vehicle and that bail has been deposited for all traffic violations of the registered owner that have not been cleared. The requirements in this paragraph shall be fully enforced by the immobilizing law enforcement agency on and after the time that the Department of Motor Vehicles is able to provide access to the necessary records. A notice of parking violation issued to the vehicle shall be accompanied by a warning that repeated violations may result in the impounding or immobilization of the vehicle. In lieu of furnishing satisfactory evidence that the full amount of parking penalties or bail, or both, have been deposited that person may demand to be taken without unnecessary delay before a magistrate, for traffic offenses, or a hearing examiner, for parking offenses, within the county in which the offenses charged are alleged to have been committed and who has jurisdiction of the offenses and is nearest or most accessible with reference to the place where the vehicle is immobilized. Evidence of current registration shall be produced after a vehicle has been immobilized or, at the discretion of the immobilizing law enforcement agency, a notice to appear for violation of subdivision (a) of Section 4000 shall be issued to that person. (b) A person, other than a person authorized under subdivision (a), shall not immobilize a vehicle.

Web address: http://dmv.ca.gov/pubs/vctop/d11/vc22651_7.htm

RECONCILIATION/INVOICING

RECONCILIATION BETWEEN BERKELEY AND PAYLOCK

- PayLock will setup a bank account that will be designated exclusively for the City of Berkeley.
- City of Berkeley representatives will have read-only access to the bank account.
- Funds collected for the program will be reconciled twice monthly - once after the 15th and again after the end of the month.
- PayLock will provide reports that document all activity for the given time period.
- Once all parties validate and approve the activity for the given time period, funds will be transferred from the bank account to the proper destination.
- PayLock will retain the fees for its services as defined in the contract with the City and remit all monies due to the city via ACH.
- The City will likely have collected monies due to PayLock from Walk-In payments. Rather than write a check to PayLock twice per month, those monies will be deducted from the ACH.

PAYMENT PLANS

Payment plans will not be offered to owners of booted vehicles or vehicles towed through this program.

CHARGEBACKS/FRAUDULENT CREDIT CARD

In the event a motorist decides to process a chargeback, PayLock will contact Sheri Jackson so that the payment on the tickets will be reversed in AutoPROCESS, and the vehicle may become boot-eligible again. At the end of the month PayLock will provide a revised invoice that displays any adjustments due to a chargeback.

The process would be as follows:

1. Caller pays with PayLock.
2. Caller disputes payment with credit card company, which gets forwarded to PayLock.
3. PayLock Help Center disputes the chargeback and loses.
4. The payment is reversed in BootView, the record is noted, and the plate is flagged for immediate tow next time it is found all by the PayLock Help Center. The phone number is also flagged to prevent credit card payments by that caller on any other vehicle records.
5. PayLock Help Center reaches out to Sheri Jackson to mark the payments as unsuccessful or reversed in AutoPROCESS.
6. The next time the vehicle is found, it will be towed, and the motorist will be required to make payment in person at Customer Service, and there is no risk of further credit card dispute.

PayLock will also work proactively with Duncan to implement an automated process by which AutoPROCESS will automatically recognize and process payment reversals coming from BootView correctly.

FRAUDULENT CREDIT CARD

If the owner of the motor vehicle has made fraudulent use of a credit card or issued a bad check for payment of any parking citation issued by the city, the amount paid shall be marked unsuccessful, and the vehicle will be placed back onto the boot list. When the vehicle is immobilized again, the motorist may only make a payment in person and receive an assisted release. (The credit card used to ensure the boot will be returned cannot be trusted.) Furthermore, the vehicle will be eligible for immediate tow by contract.

Name	Department	E-mail	Phone Number
Diane Delaney	Berkeley PD	DDelaney@ci.berkeley.ca.us	(510) 981-5983
Sheri Jackson	Berkeley Finance	shenderson@ci.berkeley.ca.us	(510) 981-7246
David Kotolup	Avenue Towing	dkotolup@hotmail.com	(510) 524-2400
Lynne Ohlson	Berkeley PD	LOhlson@ci.berkeley.ca.us	(510) 981-5976
Robert Rittenhouse	Berkeley PD	rrittenhouse@ci.berkeley.ca.us	(510) 981-5982
Sonja Wieder	Duncan Solutions	swieder@duncansolutions.com	(925) 824-2850

PayLock will provide a dynamic document containing the understanding of current correct answers to frequently asked questions. This document will be collaboratively updated by PayLock and Berkeley. The initial draft of this document is attached at the end this document; titled:

Berkeley, California Questions & Answers – General Information

Adherence to this document will provide a template for all direct and indirect customer service channels to provide consistently correct information to booted motorists and the public at large.

Edits or changes of any kind to this SOP, and/or to the FAQ will result in the forwarding of the updated information to the SOP/FAQ update contact list via efficient means, including, but not limited to email.

All provisions in this SOP and in the FAQ are subject to the requirements of the Berkeley Municipal Code, Revised Code of California, and the California Constitution, and shall be construed to be consistent therewith.

Requests for recirculation or update of the SOP/FAQ should be directed to PayLock Account Management (accountmanagement@paylock.com).

BERKELEY, CALIFORNIA QUESTIONS & ANSWERS – GENERAL INFORMATION

How do late fees accrue?

Tickets are due within 21 days of issue. Then, there are 3 late fees which can be imposed upon the ticket:

1. A late fee of \$30 will be applied to the ticket after 30 days.
2. A late fee of \$50 will be applied to the ticket after 49 days.
3. Once the ticket has been forwarded to Collections, a fee of 30% of the present value of the ticket is added. Tickets only get forwarded to Collections after 120 days if the second notice has been mailed or after 100 days if the first notice is returned due to RTS.

How are people notified of outstanding tickets?

Notices are sent according to the following schedule:

1. A late notice is mailed to the registered owner's address (according to DMV records) after 8 days.
2. A second notice is mailed after 70 days.

A DMV Hold is placed upon the vehicle registration 30 days after the ticket is forwarded to Collections and a letter sent. Furthermore, a motorist's failure to receive a notice due to failure to update the address with the California DMV will not affect Berkeley's ability to collect on the ticket, and it only advances the time in which the ticket gets sent to a collection agency.

What is the city's website?

<http://www.ci.berkeley.ca.us/>

What is a scofflaw?

A scofflaw is someone who has five or more overdue, unpaid parking tickets on one vehicle.

How has the City dealt with scofflaws?

Currently, vehicles with five or more overdue, unpaid parking tickets that are parked illegally in the public right-of-way may be towed and impounded. If the owner does not pay the tow and administrative fees, their vehicle is auctioned off by the City's tow contractor.

How will the new program deal with scofflaws?

With the new law, scofflaws found parked *legally or illegally* in the public right-of-way will have a boot, a wheel-locking device, applied to their vehicle. If they do not pay their past-due parking tickets within 48 hours, excluding weekends, then their vehicle may be towed. If they still do not pay their unpaid parking tickets and related fees after 14 days, then their vehicle may be auctioned.

Can the City boot a scofflaw vehicle if it is parked on private property or in a privately owned parking lot?

No.

What if people can't pay their outstanding parking tickets?

The Boot Release Line help center will accept payments from friends and/or family members of the vehicle owner by credit card. They can call friends or family and join the lines for a conference call, or the person helping can call the Boot Release Line with the vehicle owner's unique booting violation number.

Will there be a fee for being booted?

Yes. The \$140 fee is paid to the City's boot vendor, PayLock.

How will someone get a boot released from their vehicle?

Berkeley is using "SmartBoots," which can be released by the driver by entering a code into a keypad on the boot device. The code is provided to the driver upon payment and agreement to return it. Payments by credit card or bank transfer can be handled by telephone call to a call center that operates 24 hours a day, 7 days a week, resulting in a release within minutes. After removing the boot, motorists can drop off the boot at a designated drop-off site within 24 hours of release. If motorists do not return the boot within 24 hours of release, a fine of \$25 per day will be levied. If motorists intentionally damage or fail to return a boot, a replacement fee of \$500 can be levied.

Where do I drop off the boot once it has been released?

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

What if the driver can't pay by credit card?

The vehicle owner may pay cash in person at Berkeley Customer Service, Monday through Thursday, 8:30 AM to 4 PM.

What if the driver can't safely remove or lift the boot device?

The boot device weighs about 16 pounds. Berkeley Police Department personnel – typically PEOs – will be dispatched to assist with the removal of the device for those unable or unwilling to release the boot themselves.

When will the program start?

Scofflaw vehicles will be subject to booting starting September 28, 2011.

Why doesn't the City just tow scofflaws instead of booting them?

Removing a boot is cheaper and easier for those affected. Towing a vehicle is a time-consuming, burdensome process for vehicle owners as they have to find a ride to the impound lot and it doesn't allow for the vehicle owners to readily access their personal belongings, such as baby car seats, prescription drugs, or important paperwork left in a vehicle.

How will the City find scofflaws?

Scofflaws are identified by vehicles equipped with "license plate recognition" (LPR) technology, operated by the Berkeley Police Department. LPR systems are able to "read" up to 10,000 plates per day on vehicles parked on city streets and can identify, within a fraction of a second, if the license plate is in scofflaw status. As an added bonus, they can also identify stolen vehicles by cross referencing a preloaded database of stolen license plates. So, not only are they looking for scofflaw vehicles, they are also looking for stolen vehicles.

Does the city of Berkeley garnish wages or tax refunds in order to collect for tickets?

Yes, the city of Berkeley will garnish tax refunds from motorists after they file their yearly taxes. A letter is sent in October warning the motorist of this, and another letter is sent in December, as well. Payments can take up to 30 days to reflect in AutoProcess after taxes have been garnished.

What is the name of the city's collection agency?

LES – Law Enforcement Services

I just bought this vehicle. Do I still have to pay to get the boot released? What can I do?

A release of liability must be signed by both the seller and the buyer within 21 days of sale (dealerships generally take care of this themselves). If this release is not signed, then the motorist driving the vehicle is responsible for all the tickets. If the motorist brings the bill of sale to Berkeley Customer Service (1947 Center St), it is possible that he/she will be held responsible only for tickets issued after the sale date. The vehicle may be released without payment if the new has not earned five boot-eligible tickets.

Can a vehicle be legally booted if it is parked in a private driveway?

If any part of the vehicle crosses the sidewalk, the vehicle is considered to be on public property and can be legally booted, ticketed, or towed.

Could my vehicle receive a ticket while it is booted?

No, it should not receive any tickets while it is booted, but it is possible that a ticket may be issued before the vehicle is immobilized or after the boot is released. If a ticket is issued to your vehicle while it is immobilized, you have the right to contest it on that basis with Customer Service, but it should be done within 21 days.

**THE CITY OF BERKELEY, CA
SMART BOOT PROGRAM**

LOCK

Introduction

PayLock is excited to bring SmartBoot technology to Berkeley, CA beginning in October of 2011. This award-winning system will make it easier and faster for motorists who are booted to regain use of their vehicles. This convenient solution helps the City resolve the most difficult-to-collect parking violations in the most user-friendly method possible.

These customer service benefits have been realized by many cities across the country as the SmartBoot has been used over 170,000 times. Cities like Syracuse, NY; New Orleans, LA; Baltimore, MD; Oakland, CA; Richmond, VA; and Providence, RI have operated SmartBoot systems successfully over many years.

PayLock's system provides a number of distinct advantages over traditional towing and impounding including:

- A 24/7 staffed Help Center enabling motorists to settle outstanding citations easily and conveniently at any time, day or night
 - Help Center staff assist people in one phone call thereby averting the need to make a trip to a distant payment center
- SmartBoot technology allows motorists to self-release boots themselves without having to WAIT for a City employee
- License Plate Reading technology helps city staff easily find vehicles owned by scofflaws
- Web based software provides transparent and thorough administration and tracking of all program activity

The SmartBoot system is a Win-Win solution for both the City and its community members.

Community members benefit from the efficient and proper management of the City's limited parking resources. Booted motorists can have their vehicles released in less than 6 minutes instead of several hours or even days. The new program replaces a system in which scofflaw vehicles (whose owners received five or more parking tickets) were immediately towed. Towing was more expensive to the motorist than booting and was significantly more difficult to resolve. Previously, motorists had to arrange for transport to the tow yard to recover their vehicle instead of simply paying over the phone by credit or debit card. Instead of returning to find their vehicle gone, scofflaw motorists will now have access to their immobilized vehicle while they arrange settle their debt by phone.

Attached you'll find more information about the details of the program.

PayLock appreciates the efforts made by the City's implementation team under the direction of Captain Dennis Ahearn, Lt. Diane Delaney, and Lynne Ohlson.

Program Facts:

- From 9/28/10 - 9/28/11 the outstanding debt for 1,340 scofflaws is over \$1.5 million dollars. The average owed by a scofflaw for this time period is \$1,176.
- The SmartBoot program replaces a policy of immediately towing scofflaw vehicles.
- Booting is much friendlier on motorists and less expensive than immediate towing.
- Motorists with booted vehicles have 24/7/365 access to people who can help them resolve their outstanding debt as quickly as possible.
- The City will have one full time scofflaw enforcement crew and one mobile unit.
- The cost to motorists with booted vehicles is \$160 less than what it costs to reclaim a vehicle that was towed and impounded.
- A vehicle becomes boot eligible when it has accrued five or more unpaid tickets which are 30 days old or older.

General Talking Points:

- This program focuses on scofflaws only. This is a very small segment of those who own and operate cars in Berkeley. Most people never receive parking citations and those that do, usually pay them on time. Scofflaws have ignored at least five parking citations as well as the many mailed notices sent to them urging them to pay.
- The City is dedicated to finding new and innovative ways to make life easier for its community members and employees. This program helps people who are booted to pay quickly and get back on the road with little delay.
- This new program helps the City manage its parking spaces more efficiently. Compliance with city parking ordinances will provide community members with a better chance of finding parking closer to their destination.
- Customer Service is a key component of the new program. Motorists with booted vehicles now have access to people and procedures that are motorist-friendly. Most motorists can reconcile their outstanding debt in less than 6 minutes with a cell phone and a major credit card.

FAQ:

When did the program start? This program is scheduled to start October 2011.

How do I get the boot off of my car? You can call the 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?

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 30 days or older.

What is the ordinance that allows booting in Berkeley?

The California vehicle code section is 22651.7.

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

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, CA booting vehicle. The cameras scan license plates looking for vehicles with outstanding parking citations.

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

Go to: www.ci.berkeley.ca.us

Click on "Online Payment Services" on the navigation on the left hand side of the website. Under "Online Payment Ticket Information" click on "City of Berkeley Online Parking Ticket Information".

Follow the instructions from there.