



OFFICE OF THE CITY MANAGER

NO. LTC # 257-2014

LETTER TO COMMISSION

TO: Mayor Philip Levine and Members of the City Commission

FROM: Jimmy L. Morales, City Manager

DATE: July 24, 2014

SUBJECT: **LICENSE PLATE RECOGNITION (LPR) PARKING ENFORCEMENT**

The following serves as an update regarding the Parking Department's deployment of License Plate Recognition (LPR) parking enforcement.

The use of LPR parking enforcement integrations allows for multiple payment platforms including, pay by plate at pay stations, monthly permits at municipal parking facilities, and pay by phone service.

LPR parking enforcement consists of handheld units and mobile (vehicle mounted) devices. The City is on the leading edge of this technology with this fully integrated set of payment options. Omnipark, the City's service provider for LPR handheld units has no other customer with as many payment options allowed as in Miami Beach, as such it is on the leading edge of LPR parking enforcement.

As you may recall, the initial award for LPR parking enforcement handheld units was to ParkTrak, who experienced financial woes and dissolved. The Mayor and Commission approved an award to Omnipark, a leader in LPR technology, who absorbed ParkTrak's assets, including the City's account. The system did experience some initial glitches when first implemented (June 2014). Omnipark's software began manifesting system bugs, including "freezing" requiring a hard reboot (removal of the battery), spontaneous rebooting, or communication interruptions. Omnipark has addressed these issues and has either eradicated or substantially reduced these issues. Parking enforcement personnel were very helpful in reporting these issues and Omnipark is dedicated to addressing and resolving system "bugs".

Parking Meter Revenue

Despite the bugs which could have had the potential of decreased revenue, parking meter revenue increased by approximately \$9,800 in the month of June 2014, as compared to June 2013, excluding the zones affected by the ongoing FDOT and other construction projects in the City.

Parking Citation Revenue

Parking citation revenue between October 2013 and June 2014 is down 10.9%. The Omnipark LPR system was implemented on May 7, 2014. Therefore, only a two month period is available. Albeit limited data, in the month of May 2014 citation revenue was down \$16,000 and in the month of June 2014, when we transitioned to the Omnipark system, citation revenue was down approximately \$69,000, as compared to the same period in the prior year. This trend will likely be reflected for the first half of the month of

July 2014; however, the updates and systems fixes implemented by Omnipark have reflected continued increases in citation issuance thus far although still not at pre-implementation levels. Both, citation issuance and related revenues are expected to return to prior levels.

Parking Citation Dismissals

As you may recall, the Parking Department has an administrative appeal process for those individuals wishing to contest a parking citation. If unsuccessful in their administrative appeal, citizens may request a hearing with a magistrate with the Miami-Dade County Clerk of Courts.

For the period of January 1, 2014 through June 30, 2014, 1,184 citations were received by Parking Administration for review and dismissed as compared to 1,119 dismissals from the same period in the previous year, an increase of 5.81%. Please note 128 of the dismissals were related to approximately 90,000 Parkmobile transactions. This equates to 0.14%. It is important to note an additional 30 requests for dismissals were received; however, these were not approved due to user error (payment made by users with Pay by Phone[®] service which is garnered by other local jurisdictions).

In closing, we are continuing to work closely to resolve all issues with the new LPR system. Citation issuance and their related revenues are returning to prior levels and this is directly related to our continued efforts with the vendor.

If you should have any questions, please contact Saul Frances, Parking Director via email or at extension 6483.

c: Kathie Brooks, Assistant City Manager
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