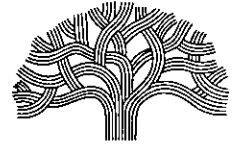


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## CITY OF OAKLAND



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To: Chair Quan and Members of the Finance and Management Committee  
From: Council President Brunner  
Date: April 7<sup>th</sup>, 2009  
Re: Updating Residential Permit Parking Procedures

### **BACKGROUND:**

The purpose of this memo is to recommend changes to the current process for renewing residential permit parking to make it more efficient.

### **CITY OF OAKLAND PROCESS:**

Currently, residents who renew their residential permit parking are required to fill out an application each year. Each applicant must provide current vehicle registration, driver's license and a utility bill or rental agreement, verifying that the applicant resides at the eligible address.

A majority of Oakland residents renew their permit via mail; mailing their renewal application and proof of residency to the parking division. Residents have complained over the years about this process. Each year, they must submit the same proof of residency which they feel is redundant, especially if they have lived in the same house and had the same car for a number of years.

Residents have also run into problems if they do not mail sufficient proof of residency. Their application is sent back via mail, delaying residents receiving their permit. Residents can renew their permit in person but many are reluctant due to the waiting time. Residents who do decide to renew their permit in person often use their lunch break to go down to the parking division office. However, the Parking Division's office is closed at lunch.

Further, all residential permits in the City of Oakland expire on the same date and are renewed at the same time. Renewing permits at one time is a large-scale operation and time consuming. This past year, there was a clerical error in the mailing of renewals and our office, Council District 1 was flooded with over a hundred complaints.

All questions, whether about parking citations, contesting tickets, hearings on citations or residential permit parking, are funneled to one phone line. Therefore, the Parking Citation Assistance Center phone line is overwhelmed during the renewal period and with the recent layoffs, residents are now put on hold for longer periods of time.

Item # \_\_\_\_  
Finance and Management Committee  
April 7, 2009

## **OTHER CITIES PROCESS:**

First-time City of San Francisco residents must purchase their permit in person with the same documentation that the City of Oakland requests.

However, when renewing in the City of San Francisco, residents are not required to provide proof of residency unless their residency or vehicle has changed. Their renewal notification letter has all their pertinent information and San Francisco residents simply sign and mail their forms back to the Department of Parking and Traffic (DPT) to renew their permit. By signing the form, residents sign an affidavit affirming their info has not changed.

If a San Francisco resident chooses to obtain their permit in person, they must renew their permit with the pre-printed renewal form sent to them by DPT and they do not need to provide Department of Motor Vehicle (DMV) registration or residency proof. However, if they do not have their renewal notification letter, they must show proof of residency and DMV registration.

A number of cities have taken this a step further by allowing residents to renew their permit online. In the cities of Boston, Chicago, New York and Madison, residents can renew their permits online. General information requested online includes: name, address, permit number, car make and year, and the license plate number. A number of them have stipulations that residents can be fined and or prosecuted if they provide false information.

## **PROPOSALS FOR IMPROVEMENT:**

The process to renew residential permit parking is extremely cumbersome and inefficient. I request that staff evaluate the following suggestions for improvement and come back with a report and implementation plan:

1. Develop a system to allow residents to renew residential parking permits online.
2. Create a pre-printed renewal form for residents that allows them to renew without providing proof of residency.
  - o The renewal form will stipulate that you must sign the renewal form if your information is current and mail it back to the parking division to renew your permit.
  - o The resident is subject to fines if they sign the renewal form and their information is incorrect.
3. Only require proof of residency if the resident:
  - o does not have their renewal notification letter,
  - o is applying for the first time for their permit,
  - o has moved to a different location in the City of Oakland, or
  - o has obtained a new vehicle.
4. Improve the efficiency of the Parking Citation Assistance Center phone tree to decrease the wait time for residents calling in.
5. Stagger the expiration date for permits throughout the year.
6. Update the parking division's website to provide information on the proper procedures and requirements to obtain a residential parking permit.