

FILED
OFFICE OF THE CITY CLERK
OAKLAND

2009 NOV 19 PM 5:09

CITY OF OAKLAND
AGENDA REPORT

TO: Office of the City Administrator
ATTN: Dan Lindheim
FROM: FMA/Parking Operations
DATE: November 19, 2009

RE: **Informational Report on Extending Vehicle Tow Timeframe to 48 Hours Under the PayLock Vehicle Boot Program**

SUMMARY

Under the initial design of the PayLock vehicle boot program, if owners of vehicles that are booted do not contact PayLock within 24 hours of the time the vehicle is booted to resolve outstanding parking citation issues, the vehicle is towed. The 24 hour tow timeframe was recommended by the Oakland Police Department because of concerns regarding vehicle vandalism. Additionally, the City's towing contractor expressed concerns about declining towing services if booted vehicles were not towed promptly.

At its November 17, 2009 meeting, the City Council expressed a desire to extend the 24-hour "grace period" to 48 hours, and requested staff to report on the implementation at the next possible Public Safety Committee meeting. Staff is implementing the 48-hour extended "grace period" effective immediately; now vehicle owners booted under the City's PayLock vehicle boot program have 48 hours, rather than 24 hours, to contact PayLock to resolve outstanding parking citations before their vehicle is towed. Public outreach will be conducted to inform potentially impacted parties of the change.

FISCAL IMPACTS

Staff does not anticipate any adverse fiscal impacts to the City as a result of extending the grace period.

BACKGROUND

On July 21, 2009, City Council approved Resolution No. 82200 C.M.S., which authorized the City Administrator to execute a contract with PayLock, Inc. to provide a vehicle immobilizer "boot" for scofflaw violators of the Traffic Code. Under the initial implementation of the program, which began November 16, 2009, booted vehicles are considered abandoned after 24 hours and are subject to towing at that time.

Item: _____
Public Safety Committee
December 1, 2009

At the November 17, 2009 meeting of the City Council, staff was asked to extend the "grace period" from 24 hours to 48 hours, and to report the implementation to the Public Safety Committee.

KEY ISSUES AND IMPACTS

Effective immediately, vehicle owners will be given 48 hours to contact PayLock to resolve outstanding parking citation issues. Staff will conduct public outreach to inform Oakland residents of this positive change, using the following media:

News Release

News release will be distributed to:

- media that attended the November 12, 2009 vehicle boot demonstration
- extensive media list following the demo
- the Mayor's community listserve
- PSA Yahoo! groups
- Neighborhood Service Coordinators for distribution through their email channels
- Oakland Merchants Leadership Forum
- Business Improvement Districts and Community Benefit Districts
- All 5 chambers of commerce
- Local blogs
- City Councilmembers (for distribution to their community listserves and inclusion in their newsletters)
- City employees via OakNet
- Posted on www.oaklandnet.com (home page and parking division page)

Multi-Lingual Flyer

The Communications Office will develop a multi-lingual flyer with information about the PayLock vehicle boot program.

ACTION REQUESTED OF THE CITY COUNCIL

This is an informational report, and requires no Council action.

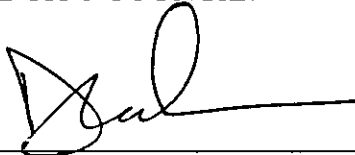
Respectfully submitted.



Noel Pinto, Parking Operations Manager
FMA/Parking Operations Division

Prepared by:
Thomas DiSanto, Administrative Services Manager II
FMA/Parking Operations Division

APPROVED AND FORWARDED TO
THE CITY COUNCIL:



Office of the City Administrator