



News from: **City of Oakland**

FOR IMMEDIATE RELEASE

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Recent Parking Ticket Management Audit

Oakland, CA— Today the Oakland City Auditor released an audit on the City of Oakland’s parking ticket management. The audit noted that the City’s new ticket management system and reorganization of the Parking Division have resulted in dramatic improvements to parking operations and how the City manages parking tickets. The audit covered fiscal year 2010-11, so the findings do not reflect current parking ticket processes and procedures.

The new city administration and parking management team is committed to continued streamlining of operations, achieving efficiencies in the parking program, and improving customer service for Oakland’s residents, businesses, and visitors.

During the period audited (two years ago), the Parking Division was transitioning to a new parking management system, with a new vendor and new updated technology, which the auditor correctly noted has dramatically improved the City’s management of parking tickets. Many of the issues highlighted in the audit resulted from the fact that the system had not yet been completely implemented during the time period of the audit. Since then, the administration has put in place new policies, procedures and technology and better management oversight that remedy the issues raised in the audit.

Also since that time, the Parking Division has been restructured to improve service delivery and operational efficiency. Enforcement operations are now housed in the Police Department, fiscal and collections functions are housed in the Revenue Division, and meter repairs are housed in Public Works.

As noted by the auditor, the City is 92% in compliance and the remaining items identified in the audit have been implemented or are in process to further improve the program.

The audit raised two issues requiring clarification. If a person overpays a parking ticket, the City of Oakland automatically refunds the payment by applying the overpayment as a credit against other citations with the same license plate number. Refunds will be processed on a monthly basis without any further action on the citizen’s part.

If the person who overpaid a ticket does not have other outstanding tickets, and the overpayment is less than \$200, the City will follow California Government Code to notify the public and process parking ticket refund claims submitted to the City. The public will be notified annually of unclaimed parking ticket funds. This process is used by many public agencies which collect fees, fines or taxes.

For context, in the year audited (fiscal year 2010-11), about 1.6% of the nearly 500,000 tickets issued were overpaid, which amounted to \$316,000. The audit stated that this issue is considered resolved and “found the Administration to be in agreement with the recommendation’s intent.”

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Office of the City
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It should also be noted that the auditor's claim that the City was unaware of overpayments is simply untrue. Staff was aware of the overpayments; however, the previous payment process system was not capable of tracking and indentifying overpayments. As a result of the City going to a new Parking Citation Management System, staff was able to implement the automatic reapplication process. In addition, staff is developing a timeline to notice citizens of overpayments per Government Code Section 50050-50051.

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