

## EXECUTIVE SUMMARY

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The Department of Public Works (DPW) Parking Division is responsible for the enforcement of City ordinances in regard to public safety by managing on-street parking in certain densely populated areas. The City depends on this Division to take enforcement actions and collect revenue. The Office of Inspector General (OIG) initiated an investigation based on allegations by local businesses that several Parking Control Officers (PCOs) were sitting in their businesses for extended periods of time while on duty. The businesses alleged when they confronted the PCOs, they retaliated by issuing large quantities of citations to their employees and customers. The OIG also received complaints from local and federal law enforcement (LE) officers that LE vehicles parked in the vicinity of the federal courthouse were being cited despite displaying a dashboard placard with the agency's emblem and the words, "On Official Duty."

Investigators were able to confirm that PCOs were sitting for extended periods of time in coffee shops and hotel lobbies while on duty. The OIG verified that one PCO retaliated against a local business when confronted about sitting in their lobby for an extended period of time. Investigators were able to verify that the PCOs cited LE vehicles even though they bore placards displaying an agency's emblem and the phrase, "On Official Duty."

The OIG requested all citations issued to vehicles parked near the addresses of the complainants for the period of 2012 to 2014. The Parking Control Division did not produce the requested documents.<sup>1</sup> As a result of the Parking Control Division's failure to produce the requested documents, our office was unable to determine if other businesses had been subjected to retaliation by PCOs.

The Parking Control Division did not recognize LE vehicles with these placards as an official placard.<sup>2</sup> The Administrative Hearing Center later dismissed all of these citations upon receipt of a letter from the LE agency stating that the vehicle was on official business. In addition, the City incurred the cost of time spent issuing these citations, processing these citations, sending the citations to collections, sending collection letters and the cost of having the Adjudication Administrator dismiss these citations.

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<sup>1</sup> Parking Administrator (PA) Zepporah Edmonds related that manpower, funding issues, and the fact that Duncan Solutions Inc. replaced Xerox as the City's ticket processing vendor contributed to their inability to produce the requested documents.

<sup>2</sup> According to PA Edmonds, vehicles that are clearly marked as LE vehicles are the only vehicles that will not be ticketed.