

Memorandum



CITY OF DALLAS

DATE September 15, 2023

Honorable Members of the City Council Transportation and Infrastructure Committee:
TO Omar Narvaez (Chair), Zarin Gracey (Vice Chair), Tennell Atkins, Cara Mendelsohn,
Kathy Stewart, Jaynie Schultz, Jaime Resendez

SUBJECT **Parking Management and Enforcement Update**

The purpose of this memorandum is to provide updates on the following:

- City parking meters and future parking meter plans,
- Transfer of duties from Dallas Police Department (DPD) assumed by the Department of Transportation (DDOT) Parking Management and Enforcement Division,
- Staffing challenges.

Parking Meters

DDOT's Parking Management and Enforcement Division is responsible for the City's inventory of over 3,500 parking meters. A contract is in place for maintenance and payment collection for the City's inventory of parking meters, which consists of:

- 1,961 coin-only meters,
- 902 2G meters,
- 655 4G meters,
- 20 multi-space meters.

The 4G and 2G meters can accept credit card payments. T-Mobile is the only 2G service provider and has announced this service will be discontinued on April 2, 2024. Once the service is discontinued, the 902 2G meters will only be able to accept coins for a short period of time, and then will be fully inoperable.

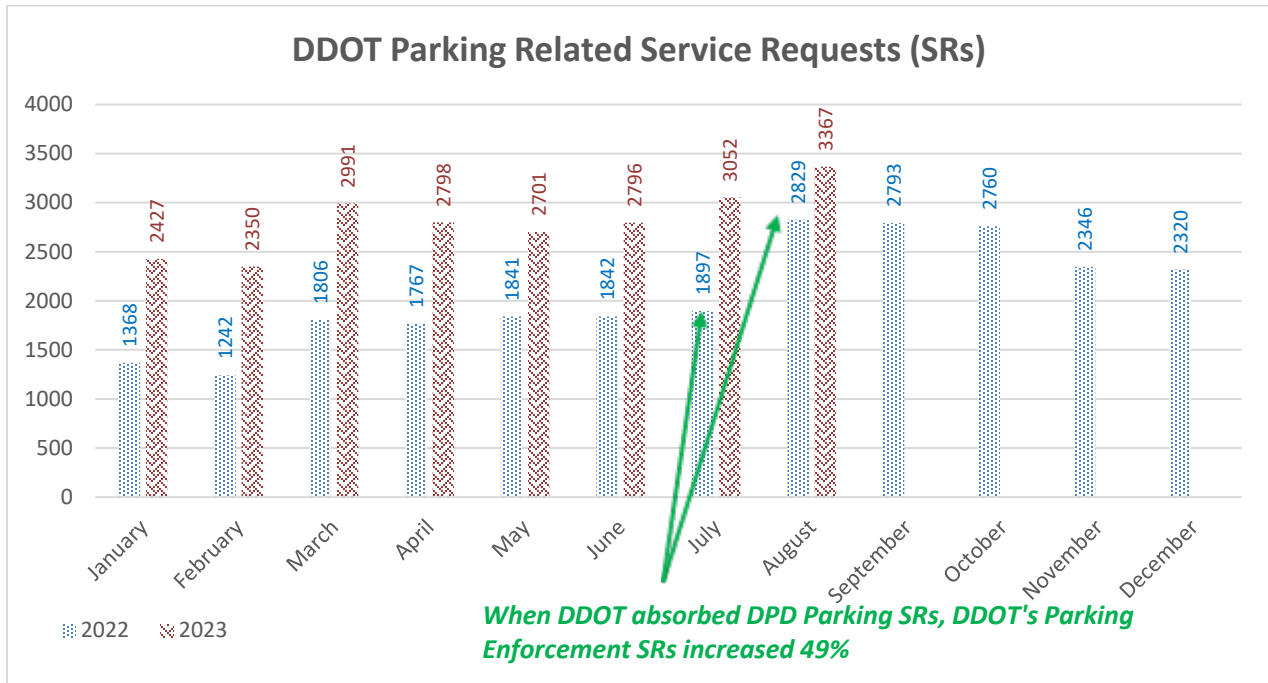
The Proposed FY 23-24 Budget contains \$500,000 to replace the 2G meters. Staff is preparing the procurement for the replacement parking meters for early FY23-24, in order to have them replaced as quickly as possible.

Transfer of DPD Parking Related Operations to DDOT

DDOT and DPD have been working closely together to identify opportunities for DDOT staff to assume parking related functions performed by DPD. As a result of this collaboration, DDOT's Parking Management and Enforcement Division has taken responsibility for DPD's parking service requests and clearing vehicle related street blockages on city-owned streets.

On August 1, 2022, the Police Department transferred 311 parking-related service requests to the Parking Management and Enforcement Division. While the Parking

Management and Enforcement Division already responded to many of the City’s parking related service request, the transfer of DPD parking service request significantly increased the workload as outlined in the below chart.



On March 22, 2023, DDOT’s Parking Management and Enforcement assumed responsibility for vehicle-related street blockages on city-owned streets from DPD. The Dallas Police Department continues to respond to these incidents when a caller indicates other factors may be present necessitating the need for a police response. From the period of March 22 through August 31, Parking Enforcement Officers have responded to 803 street blockage service requests.

Staffing Challenges

To meet the increased workload requirements from absorbing DPD parking service requests and street blockage operations, 30 FTEs were added in FY 21-22. The Department of Transportation has worked closely with Civil Service and the Human Resources Department to hold special hiring events to fill these vacancies. However, due to turnover and a competitive job market, the Parking Management and Enforcement Division has not reached full staffing.

Additionally, a new staffing model was implemented to create an overnight shift to answer street blockage calls. Parking enforcement activities are not conducted from 10pm to 6am in residential neighborhoods due to safety concerns. Although DDOT has been able to meet the service level agreement for 311 parking service requests, the staffing of an

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overnight shift and hiring challenges have made it difficult to provide meaningful proactive patrols in problem areas.

If you have any questions or concerns, please contact Ghassan “Gus” Khankarli, Ph.D. P.E., PMP, CLTD, Director of Transportation, at Ghassan.Khankarli@dallas.gov or Scott Walton, Assistant Director, at james.walton@dallas.gov .



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