

CITY OF SANTA BARBARA WATERFRONT DEPARTMENT

MEMORANDUM

Date: February 20, 2014
To: Harbor Commission
From: Scott Riedman, Waterfront Director
Subject: **Business Services Report**

Clancy Systems Parking Fee Notice Program

Waterfront Parking Services recently implemented a new Parking Fee Notice issuance and back office management system, known as Clancy Systems. Although Parking Services is using a different technology format and payment process, Clancy Systems has been successfully serving the City of Santa Barbara since 1993 as a citation issuance system for the Police Department.

This modern system incorporates mobile cellular technology to issue parking fee notices as well as a back office software to manage day-to-day operations. Clancy System incorporates its software into Android phones, enabling Fee Notice information to be transferred within seconds to the Parking Office via a secure cellular network. The former system was very labor intensive and included the issuance of hand-written Fee Notices that would then need to be entered manually into the Department's computer system. Staff anticipates a reduction in staff time due to the efficiencies created by the use of the Clancy System.

The use of the Clancy System now allows Parking Services to photograph the vehicle as part of the operating procedure for the issuance of a Fee Notice for those failing to display their payment receipt. This tool is very useful when settling fee disputes. The new system also allows Parking Services to maintain their high level of customer service by continuing to allow 10 days to pay or dispute the Fee Notice before a late fee is assessed. Additionally, Parking Services is now able to facilitate payments by offering an online payment option, accounting for 36% of all payments processed since the system was instituted.

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