Lean Six Sigma Project Final Report

Project Name: Parking Citation Program

Project Leader: Glenn Tolleson, Greenbelt candidate
Thomas House, Greenbelt candidate

Project Champion: John Lau, Chief of Police
The **DMAIC** methodology has 5 main phases:

- **Define Phase** where the problem is defined and the desired goals specifically.
- **Measure Phase** where the key aspects of the current data and that relevant data is collected.
- **Analyze Phase** where the data is investigated using detailed process map and verify the effect relationship. Determine those relationships and ensure that all factors have been considered.
- **Improve Phase** where the optimization of the current process based on the data analysis obtained in the Analyze phase using the FMEA (Failure Mode Effect Analysis) and prepared.
- **Control Phase** where controlling the future process to ensure any deviation from the target are corrected before they result in defect.
DEFINE PHASE
# Parking Citation Program

**Problem Statement:**
City parking citations were found to be either nonexistent, or in two different versions, and basically stopped being used by the Police Officers some time ago. However, we still continue to receive complaints for illegal parking, and fire lane violations throughout the City. The Brevard County Clerk’s office filing fees were more than the fines being collected using City parking citations. Additionally, the school crossing guard program was to be supplemented from a small portion of the parking fines collected by city ordinance.

**Process Boundaries:**
Process begins with the initial issue of a Parking Citation. Process ends when School Crossing Guard Program receives funding.

**Goal Statement:**
Reduce the number of parking violations and citizen complaints. While increasing the use of citations by officers, designated civilians, and collection of parking fines for violations.

**Commandments:**
Must comply with City Codes & Land Development Regulations. Must comply with State & Federal regulations.

**Monuments:**
The team will meet for two (2) hours once a week for six (6) weeks beginning 12/15/15.

## Preliminary Project Plan

**Event Dates:** 12/01/15 - 03/30/16  
**Location:** Executive Conference Room

**Champion:** John Lau, Police Chief Titusville Police Department

**Sponsor:** Tom Barry, Deputy Chief Titusville Police Department

**Team Lead:** Tom House, Green Belt Candidate  
Glenn Tolleson, Green Belt Candidate

**Team Members:**  
Angie Short, Fiscal Analyst II  
Erlina Lively, Records  
Chris DeLoach, Lieutenant

**SMEs:**  
Chelsea Ferrell, City of Titusville Legal Department  
Finance Department

**Coach:** Alternating between Green Belt Candidates

**Facilitator:** Alternating between Green Belt Candidates

**Project Mission:**
Examine all aspects of the parking citation process and restructure it to simplify the implementation, application and collection process and reduce the timeframe from initial citation to funding for School Crossing Guard Program.

**Constraints:**
The team is expected to attend all meetings and out-briefs.

**Assumptions:**
The team will optimize and streamline the Parking Citation Process.

**Reporting:**
Status of implementation progress will be presented bi-weekly to the project sponsor beginning 01/10/16.

**Team Guidelines:**
The team will meet for two (2) hours once a week for six (6) weeks beginning 12/15/15.

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## Project Charter

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## Team Member Matrix

<table>
<thead>
<tr>
<th>Name</th>
<th>Role</th>
<th>Dept No</th>
<th>Phone</th>
<th>Mail Code</th>
<th>Manager</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tom House</td>
<td>Green Belt Candidate</td>
<td>801</td>
<td>567-3949</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Glenn Tolleson</td>
<td>Green Belt Candidate</td>
<td>808</td>
<td>567-3769</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Angie Short</td>
<td>Team Member</td>
<td>801</td>
<td>567-3930</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chris DeLoach, Lieu</td>
<td>Team Member</td>
<td>801</td>
<td>567-3952</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Erlina Lively</td>
<td>Team Member</td>
<td>801</td>
<td>567-3914</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Problem Statement:

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Problem Objective:

Reduce the number of parking violations and citizen complaints. While increasing the use of citations by police officers and increase the availability of other resources to make an impact on violations.
<table>
<thead>
<tr>
<th>Suppliers</th>
<th>Inputs</th>
<th>Process</th>
<th>Output</th>
<th>Customers</th>
</tr>
</thead>
<tbody>
<tr>
<td>City Attorney</td>
<td>New Ordinance</td>
<td>Citation issued for parking violation</td>
<td>Ordinance Passed</td>
<td>Supplement to budget with collections.</td>
</tr>
<tr>
<td>Police Officers</td>
<td>Citation</td>
<td>Respondant elects which option to pay</td>
<td>Citation returned paid</td>
<td></td>
</tr>
<tr>
<td>Code Enforcement Officer</td>
<td>Citation</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Community Watch</td>
<td>Citation</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Records</td>
<td>Returned citation or DHSMV form</td>
<td></td>
<td>Fine collected and returned to finance</td>
<td>applied to line codes</td>
</tr>
<tr>
<td>Finance</td>
<td>funding received</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**SIPOC CHART**
MEASURE PHASE
CITATION AND WARNINGS

Comparison of Calls to Citation & Warnings

- Calls: 53, 90, 151, 162
- Citation: 0, 3, 1, 0
- Code Warning: 29, 15, 22, 36, 12

Graph showing the comparison of calls to citations and warnings from 2012 to 2016.
**PARKING CITATION**

**CITY OF TITUSVILLE, FLORIDA**

**DAY OF WEEK:** 14 25 25 25

**TIME:** 014625

**PARKING CITATION**

**CITY OF TITUSVILLE, FLORIDA**

**DAY OF WEEK:** MID

**TIME:** 004401

**PARKING CITATION**

**CITY OF TITUSVILLE, FLORIDA**

**DAY OF WEEK:** 14 25 25 25

**TIME:** 014625

<table>
<thead>
<tr>
<th>No. A</th>
<th>PARKING CITATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>004401</td>
<td>PARKING CITATION</td>
</tr>
</tbody>
</table>

**City of Titusville, Florida**

Day of the Week | Date | Time |
--- | --- | --- |
| | | |

Tag No. | State | Year Exp. |
--- | --- | --- |
| | | |

Vehicle Year | Make | Model | Year | Color |
--- | --- | --- | --- | --- |
| | | | | |

Address and Name of Location of Violation |
--- |

Registered Owner’s Name |
--- |

Owner’s Address | Street | City | State | Zip |
--- | --- | --- | --- | --- |
| | | | | |

ISSUING OFFICER OR PARKING ENFORCEMENT SPECIALIST SIGNATURE AND ID# |
--- |

VIOLATION |
--- |

1. Parked in Handicapped Space |
2. Parked in Handicapped Space |
3. Parked in Handicapped Space |
4. Parked in Handicapped Space |

PENALTY |
--- |

$100.00 |
$150.00 |
$150.00 |
$150.00 |

In violation of Titusville City Ordinance 14-06 & 16-17 Thru 26-21

You may answer this citation by either of the following procedures. Please enter a check mark indicating your decision and print your name and address below:

I plead guilty and enclose the penalty as set out above.

I elect not to pay the penalty set out above and desire a hearing.

PARKING CITATION

H.C. WATKINS, JUDGE
City of Titusville, Florida

Owner's Name |
--- |

Owner's Address | Street | City | State | Zip |
--- | --- | --- | --- | --- |
| | | | | |

ISSUING OFFICER OR PARKING ENFORCEMENT SPECIALIST SIGNATURE AND ID# |
--- |

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Owner's Name |
--- |

Owner's Address | Street | City | State | Zip |
--- | --- | --- | --- | --- |
| | | | | |

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H.C. WATKINS, JUDGE
City of Titusville, Florida

Owner's Name |
--- |

Owner's Address | Street | City | State | Zip |
--- | --- | --- | --- | --- |
| | | | | |
You may pay the fine in person (9am - 5pm Monday through Friday) at the Titusville City Hall, 555 S. Washington Avenue, or mail payment (do not mail cash), with copy of the citation to the City of Titusville, Code Enforcement Department, 555 S. Washington Avenue, Titusville, FL 32781. If you elect to pay the applicable civil penalty set forth herein, you shall be deemed to have admitted the infraction and waived the right to a hearing.

If you wish to contest this citation, you may request and schedule a hearing with the Brevard County Clerk of Court. This must be done within fifteen (15) days of the date of this citation. Request for a hearing should be mailed to: Clerk of Court, P.O. Box 919026, Orlando, FL 32981-9026. In the event you elect to contest this citation, the Court may impose a civil penalty not to exceed $500.00 for the violation.

Failure to pay the civil penalty within fifteen (15) days of the date of this citation, or failure to appear in court to contest this citation, shall be deemed proof that the person named in this citation has waived his or her right to contest this citation and that, in such case, judgment may be entered against the person named in this citation for an amount up to the maximum civil penalty of $500.00.

The citation is issued pursuant to Section 47-224 of the code of ordinances and regulations and Section 162.21, Florida Statutes. The violations for which you are charged are civil infractions. Your signature does not constitute an admission of guilt. Willful refusal to sign and accept this citation is a misdemeanor of the second degree as provided in Section 775.082 or Section 775.083 Florida Statutes, and may be punishable by a fine, not to exceed $500.00 and/or imprisonment in the County Jail, not to exceed 60 days.

Failure to respond to this citation within fifteen (15) days may result in a summons to appear in court.

Failure to appear in court may result in the issuance of a bench warrant for your arrest.
Existing Parking Citation line Code project account
Parking Citation issued on 7/2/13 processed by BCC
$50.00 filing fee

Citation paid $50.00 covered filing fee 0 revenue.
Parking Citation issued on 3/16/13 processed by BCC
$50.00 filing fee

Citation paid $25.00 not covered filing fee of $50 instead -25.00 in revenue.
Parking Citation issued on 2/21/13 processed by BCC
$50.00 filing fee

Citation paid $25.00 not covered filing fee of $50 instead -25.00 in revenue.
ANALYSIS PHASE
Cause-Effect Diagram

Management
- Not effective county wide
- Transaction process
- Cost vs Revenue
- forgotten after time
- Amount given to Crossing Guard account
- Number of citations that were with the officers
- Number of calls for service

Man
- Not used in past 5 years
- Cause not Pro active or Reactive
- Poorly documented
- Nobody wants to own the small stuff
- Collection of monies and by whom

Policy
- Process failure by no action by officers
- Poor planning when ordinanced changed
- Failure to involve State resources
- Two versions of citations
- Fine amounts being used were different
- Requirements by County to process

Measurement

Tools
- Citations not weather proof
- No standard template

Process

Citations not being issued
**Process Name:** Parking Citation Program  
**Prepared by:** Tom House

<table>
<thead>
<tr>
<th>Process Function</th>
<th>Failure Mode (How the X fails ?)</th>
<th>Failure Effects of Failure (Y or Mini-Y)</th>
<th>Severity Rating</th>
<th>Failure Cause(s)</th>
<th>Occurrence Rating</th>
<th>Current Control</th>
<th>Detection Rating</th>
<th>RPN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Citation found</td>
<td>Not cited</td>
<td>Ordinances out of date</td>
<td>8</td>
<td>Process not being used</td>
<td>7</td>
<td>200</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Citation Issued</td>
<td>Citations out of date incorrect information</td>
<td>two versions of citations found.</td>
<td>6</td>
<td>Record had copy of signatures for citation books</td>
<td>5</td>
<td>180</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fine Collected</td>
<td>County collects fine and filing fees</td>
<td>No fines being collected with continued calls for service</td>
<td>7</td>
<td>Department budget has line code for revenues with no use for years</td>
<td>7</td>
<td>294</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Recommended Actions**

<table>
<thead>
<tr>
<th>Action</th>
<th>Task Owner</th>
<th>Projected Completion Date</th>
<th>Actions Taken</th>
<th>Severity after improvement</th>
<th>Occurrence after improvement</th>
<th>Detection after improvement</th>
<th>RPN after improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brainstorm and create recommended action plans for each failure mode.</td>
<td>Determine and assign the task owner</td>
<td>Projected completion date to take actions</td>
<td>List the completed actions that have been taken</td>
<td>Determine the new severity rating if the actions are taken</td>
<td>Determine the new occurrence rating if the actions are taken</td>
<td>Determine the new detection rating if the actions are taken</td>
<td>Update the RPN based on new severity, occurrence and detection ratings.</td>
</tr>
<tr>
<td>New Ordinance printed</td>
<td>Chelsea</td>
<td>03/04/2016</td>
<td>2</td>
<td>2</td>
<td>1</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>New Citations printed</td>
<td>Glenn</td>
<td>03/04/2016</td>
<td>2</td>
<td>2</td>
<td>1</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>Benchmark the collection amount first year</td>
<td>Angie</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Brainstorm and create recommended action plans for each failure mode.**

- Determine and assign the task owner
- Projected completion date to take actions
- List the completed actions that have been taken
- Determine the new severity rating if the actions are taken
- Determine the new occurrence rating if the actions are taken
- Determine the new detection rating if the actions are taken
- Update the RPN based on new severity, occurrence and detection ratings.
IMPROVEMENT PHASE
### Parking Citation Program

#### Improvement ideas and parking lot

1. Change ordinance
2. Addition of comments and suggestions from first review
3. New citations mail to city/web pay/City hall
4. More use by officers because of ease of use for reactive and proactive violations
5. Collection by City first and County only if contested to Hearing officer
6. Additional offer of being contested before county ie: owner not driver
7. If state flags tags and license city will recoup funding
8.
9.
10.
To: The Honorable Mayor and City Council
From: William S. Lanco, City Manager
Subject: Advisability to develop new standards and enforcement procedures for parking citations

Department/Office: Code Enforcement

Recommended Action:
Advisability to amend Sec 20-57 to provide a procedure to cite parking violations in the City.

Summary Explanation & Background:
The Parking department has chosen to evaluate the parking citation program as its current Green Belt project. During this evaluation, it was only prudent that we examined all the current codes, forms, and enforcement procedures. We found that the ordinance will need to be updated in some of the areas including the process for collection of fines as an example. The Green project shall advance and provide for an efficient process that will enhance public safety and continue enforcement of parking through the City Codes.

Alternatives:
1. Assign staff to prepare an ordinance with specific recommendations.
2. Take no action.

Item Budgeted:
NA

Source/Use of Funds/Budget Book Page:

Strategic Plan:
No. 1 - Quality of Life

Strategic Plan Impact:
This item is in line with "Improve the Quality of Life of our Citizens", by removing hazardous conditions that could present a threat to the public health, safety and welfare of our citizens.

ATTACHMENTS:
Description: 
Upload Date: 
Type: 

No Attachments Found.
New Citation Process

Parking Violation Found

Citation issued

Citation Payed

Yes

No

Contested

Fined Collected by City of Titusville

DHSMV Form filled by records

Form sent to Florida DHSMV

Brevard County
## City Parking Fines

<table>
<thead>
<tr>
<th>Location</th>
<th>Handicapped</th>
<th>All other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Titusville</td>
<td>$110</td>
<td>$40</td>
</tr>
<tr>
<td>Cocoa</td>
<td>$103</td>
<td>$40</td>
</tr>
<tr>
<td>Cape Canaveral</td>
<td>$100</td>
<td>$40</td>
</tr>
<tr>
<td>Indian Harbour</td>
<td>$100</td>
<td>$20/35/50</td>
</tr>
<tr>
<td>Melbourne</td>
<td>$100</td>
<td>$25</td>
</tr>
<tr>
<td>Rockledge</td>
<td>$100</td>
<td>$25</td>
</tr>
<tr>
<td>Satellite Beach</td>
<td>$25</td>
<td>$25</td>
</tr>
<tr>
<td>West Melbourne</td>
<td>$250</td>
<td>$60</td>
</tr>
<tr>
<td>Winter Springs</td>
<td>$250</td>
<td>$10</td>
</tr>
</tbody>
</table>

## Cocoa Beach Parking Fines

<table>
<thead>
<tr>
<th>Violation</th>
<th>Within 10 days</th>
<th>After 10 days</th>
<th>After 20 days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meter Parking</td>
<td>$35</td>
<td>$45</td>
<td>$60</td>
</tr>
<tr>
<td>Parking Over Line</td>
<td>$35</td>
<td>$45</td>
<td>$60</td>
</tr>
<tr>
<td>Parking Over Time</td>
<td>$35</td>
<td>$45</td>
<td>$60</td>
</tr>
<tr>
<td>Parking Facing Wrong Direction</td>
<td>$35</td>
<td>$45</td>
<td>$60</td>
</tr>
<tr>
<td>Parking in &quot;No Parking Zone&quot;</td>
<td>$35</td>
<td>$45</td>
<td>$60</td>
</tr>
<tr>
<td>Parking in Fire Lane</td>
<td>$125</td>
<td>$125</td>
<td>$150</td>
</tr>
<tr>
<td>Parking Irregular</td>
<td>$35</td>
<td>$45</td>
<td>$60</td>
</tr>
<tr>
<td>Parking Double or Obstructing Traffic</td>
<td>$60</td>
<td>$70</td>
<td>$80</td>
</tr>
<tr>
<td>Parked on Sidewalk</td>
<td>$60</td>
<td>$70</td>
<td>$80</td>
</tr>
<tr>
<td>Parked in Handicapped Space</td>
<td>$225</td>
<td>$250</td>
<td>Court</td>
</tr>
<tr>
<td>Parked Within 15 Feet of Fire Hydrant</td>
<td>$125</td>
<td>$125</td>
<td>$150</td>
</tr>
<tr>
<td>Other</td>
<td>$100</td>
<td>$125</td>
<td>$150</td>
</tr>
<tr>
<td>Removal of Impoundment Device</td>
<td>$40</td>
<td>$50</td>
<td>$60</td>
</tr>
</tbody>
</table>

## Titusville Purposed Parking Fines

<table>
<thead>
<tr>
<th>Violation</th>
<th>Within 10 days</th>
<th>After 10 days</th>
<th>After 20 days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parked in Handicapped Space</td>
<td>$250</td>
<td>$250</td>
<td>$250</td>
</tr>
<tr>
<td>Parked in Fire Lane</td>
<td>$100</td>
<td>$125</td>
<td>$150</td>
</tr>
<tr>
<td>Parked Within 15 Feet of Fire Hydrant</td>
<td>$100</td>
<td>$125</td>
<td>$150</td>
</tr>
<tr>
<td>Parked on Sidewalk, Bike Path, or Line</td>
<td>$60</td>
<td>$70</td>
<td>$80</td>
</tr>
<tr>
<td>Parked Double or Obstructing Traffic</td>
<td>$60</td>
<td>$70</td>
<td>$80</td>
</tr>
<tr>
<td>Parked Over Line</td>
<td>$40</td>
<td>$50</td>
<td>$60</td>
</tr>
<tr>
<td>Parked on Railroad Track or Bridge</td>
<td>$40</td>
<td>$50</td>
<td>$60</td>
</tr>
<tr>
<td>Parked in Intersection or 30’ of curb</td>
<td>$40</td>
<td>$50</td>
<td>$60</td>
</tr>
<tr>
<td>Parked Where Official Signs Prohibit</td>
<td>$100</td>
<td>$125</td>
<td>$150</td>
</tr>
<tr>
<td>Parked on Crosswalk</td>
<td>$40</td>
<td>$50</td>
<td>$60</td>
</tr>
<tr>
<td>Parked in Excess of Authorized Time</td>
<td>$40</td>
<td>$50</td>
<td>$60</td>
</tr>
<tr>
<td>OTHER:</td>
<td>$40</td>
<td>$50</td>
<td>$60</td>
</tr>
</tbody>
</table>

### WARNING:
- Fines must be paid within 30 days of issuance.
- Back disabilities must be used properly and in designated spaces.
- Handicapped spaces must be used by authorized personnel.
- All other spaces must be used by authorized personnel only.
- Fines are subject to change without notice.
TITUSVILLE POLICE DEPARTMENT
REQUEST FOR AN ADMINISTRATIVE REVIEW
MUNICIPAL PARKING CITATION

NOTE: The request must be within ten (10) days after the issuance of the citation.

In reference to Titusville City Ordinance Section 20-57.1 or 20-57.2, I do hereby request an ADMINISTRATIVE REVIEW of Municipal Parking Citation as follows:

- Citation Number: __________________________
- Date Issued: ______________________________
- Name: __________________________________
- Street Address: __________________________
- City: ___________________________ Zip Code: __________________
- State: ___________________________ Home Phone Number: __________________
- Work Phone Number: __________________

Signature: ____________________________
Date: ______________________________

Please state the reasons for contesting the citation:
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

If you have any documentation that you believe will support your case, please attach it to this request for review. PLEASE NOTE: All documentation received with this request will become part of the public records of the City and will not be returned.
LAW ENFORCEMENT ADMINISTRATIVE STOP REQUEST

Submit this form, completed in full via fax message, mail, or E-mail. **THE CONTACT PERSON MUST BE AVAILABLE FOR CONTACT DURING REGULAR BUSINESS HOURS. AN ALTERNATE CONTACT PERSON IS MANDATORY. YOUR EMAIL ADDRESS IS REQUIRED.**

AGENCY NAME:
ADDRESS:
INVESTIGATOR: PHONE:
ALTERNATE CONTACT PERSON: PHONE:
FAX NUMBER: CASE NUMBER:
EMAIL ADDRESS:
REASON FOR STOP:
Authorized Signature(s):

---

**VEHICLE/VESSEL DESCRIPTION**

<table>
<thead>
<tr>
<th>Year</th>
<th>Make</th>
<th>Title #</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID #</td>
<td>FL Tag #</td>
<td></td>
</tr>
</tbody>
</table>

**PLEASE CHECK THE APPROPRIATE BOX FOR MOTOR VEHICLE OR DRIVER LICENSE ACTION. MUST ATTACH COPY OF INVESTIGATIVE REPORT TO CANCEL OR SUSPEND A MV/DL RECORD:**

- [ ] Place Stop on title only
- [ ] Place Stop on title and tag
- [ ] Remove Stop on title only
- [ ] Remove Stop on title and tag
- [ ] Place Stop and Cancel Florida title issued _____
- [ ] Remove Stop and Cancel Florida title issued _____
- [ ] Cancel DL: _____
- [ ] Cancel DL: _____
- [ ] Cancel DL: _____
- [ ] Suspend ID: _____
- [ ] Suspend ID: _____
- [ ] Suspend ID: _____

<table>
<thead>
<tr>
<th>Motorist Services Support</th>
<th>Motorist Services Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Motor Vehicle Fraud Unit</td>
<td>Driver License Fraud Unit</td>
</tr>
<tr>
<td>2900 Apalachee Parkway/MS69</td>
<td>2900 Apalachee Parkway/MS84</td>
</tr>
<tr>
<td>Tallahassee FL 32399-0500</td>
<td>Tallahassee FL 32399-0500</td>
</tr>
<tr>
<td><a href="mailto:DMV-Enforcement@flhsmv.gov">DMV-Enforcement@flhsmv.gov</a></td>
<td><a href="mailto:FRAUD@flhsmv.gov">FRAUD@flhsmv.gov</a></td>
</tr>
<tr>
<td>Fax: (850) 617-3952</td>
<td>Fax: (850) 617-3945</td>
</tr>
<tr>
<td>MS Fraud Unit: (850) 617-2907</td>
<td>MS Fraud Unit: (850) 617-2405</td>
</tr>
</tbody>
</table>

Revised 05/01/15
AN ORDINANCE OF THE CITY OF TITUSVILLE, FLORIDA
AMENDING CHAPTER 20 OF THE CODE OF ORDINANCES BY
AMENDING SECTIONS 20-55 “PENALTIES”, 20-57 “PROCEDURE” AND
BY ADDING NEW SECTIONS 20-57.1 ENTITLED PROCEDURES TO
REQUEST AN ADMINISTRATIVE REVIEW OF CIRCUMSTANCE,
SECTION 20-57.2 PROCEDURES TO REQUEST A HEARING, SECTION
20-57.3 FAILURE TO PAY CIVIL PENALTY AND SECTION 20-57.4
OWNER’S LIABILITY FOR PARKING CITATIONS; PROVIDING FOR
SEVERABILITY; AND PROVIDING FOR AN EFFECTIVE DATE.

WHEREAS, the City is granted the authority, under Section 2(b), Article VII of the State
Constitution, to exercise any power for municipal purposes, except when expressly prohibited by
law; and

WHEREAS, Florida State Statutes section 318.21 authorizes municipalities to impose
fines on parking citations.

NOW THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY
OF TITUSVILLE, FLORIDA, as follows:

Section 1. That Section 20-55 and 20-57 of the Code of Ordinances, of the City of
Titusville is hereby amended by adding new subsections to be numbered 20-57(a),(b),(c),(d) and
new sections 20-57.1, 20-57.2, 20-57.3, 20-57.4 and said sections read as follows:

Sec. 20-55. – Penalties

(a) Any person cited for a violation of section 20-53 or 20-54 shall be deemed to be charged
with a non-criminal violation, F.S. § 316.1945, and shall be assessed a civil penalty
according to the following schedule:

(1) Thirty dollars ($30.00) See Attachment A for a violations of section 20-53.

(2) One hundred dollars ($100.00) Two hundred fifty dollars ($250.00) for a violation
of section 20-54.

(b) Each day any violation occurs or continues shall be a separate offense. For parking in
excess of the time authorized in a public parking space, each succeeding equal time
period beyond that authorized as the maximum time period for such parking space shall
constitute a separate offense.

(c) The amount of any penalty specified in this section shall be increased if payment is not
received by the City prior to 10 days after notice of violation.

(d) Surcharge on parking fines.
Welcome to the City of Cocoa Beach Parking Citation Web Payment System.

To view all your tickets for your vehicle, enter your license plate number below:

Visit my vehicle

- Are you sure to enter a license plate number correctly?
- If you wish to pay one or more tickets at a time.
- Check that payment is not accepted.
- Please allow up to 24 hours for this receipt to appear in the system.

Visit my vehicle

https://apps.cityofcocoabeach.com/ParkingPayments.aspx

03/11/2016

Future

Current
CONTROL PHASE

- Finalize Ordinances with new process and fines.
- Finalize citations.
- Finalize Public Safety Announcement.
- Develop training for both officers and customer service personnel.
- Track the issuance and collection of citations.
CONTROL PLAN

- Glenn will track the number of issued citations monthly.
- Implement pilot program with 1 month of warning citations.
- Track all input from officers and violators for concerns/confusion/ease of use and payment.
- Thank team for successful new process.
CONTROL TRACKING
FUTURE PLAN

- Continue to evaluate the process through the first six months.
- Make every effort to continue the ease and use of the process for community and officers.

NEXT PROJECT: TBA