



Travis County Commissioners Court Agenda Request

Meeting Date: June 3, 2014

Prepared By/Phone Number: Martin Zamzow / 854-9386

Elected/Appointed Official/Dept. Head: Commissioner Gerald Daugherty

Commissioners Court Sponsor: Commissioner Gerald Daugherty

A handwritten signature in blue ink, appearing to read "Gerald Daugherty", is written over the text of the sponsor information.

AGENDA LANGUAGE: Consider and take appropriate action on a proposal to establish a pilot program for disabled parking enforcement in the Constable Precinct 3 and Justice of the Peace Precinct 3 offices, using the Parking Mobility program. (May be taken into Executive Session under the Consultation with Attorney exception)

BACKGROUND/SUMMARY OF REQUEST: For several months Commissioner Daugherty has been working with Constable Precinct 3, Justice of the Peace Precinct 3, and Mack Marsh of Parking Mobility about the feasibility of establishing a pilot program for disabled parking enforcement.

STAFF RECOMMENDATIONS: If Commissioners Court approves this pilot project, direct Purchasing Agent to exempt the purchase as a "personal service" and to finalize a contract with Parking Mobility. Additionally, direct PBO to find funding in the Allocated Reserves.

ISSUES AND OPPORTUNITIES: This would be an added educational and enforcement tool in the ongoing effort to provide people with disabilities and mobility impairments access to disabled parking spaces that are frequently occupied by people without disabilities or mobility impairments.

FISCAL IMPACT AND SOURCE OF FUNDING: Allocated Reserves

ATTACHMENTS/EXHIBITS: Parking Mobility Informational Document

REQUIRED AUTHORIZATIONS: Cyd V. Grimes, Purchasing Agent



**The Community Solution to
Accessible Parking Abuse**

**Engagement
Enforcement
EDUCATION**



www.parkingmobility.com

Accessible parking abuse is the #1 health, safety and community access issue for people with disabilities and mobility impairments. 19% of the population are people with disabilities and mobility impairments, with this percentage growing as our population ages and as members of our military return from active duty with significant disabilities. Federal and state laws require less than 4% of all parking be designated for the needs of people with disabilities. While there have been no national studies on the prevalence of abuse of accessible parking spots, anecdotal studies show that 25% of these spaces are being abused at any given time with abuse as high as 75% during inclement weather, peak shopping periods and special events.

Community law enforcement budgets are stretched thinner and thinner each year and law enforcement officers do not see accessible parking abuse as a priority for enforcement. As a result, the Texas Legislature has raised fine amounts (Texas Transportation Code 681.011) and provided legislation enabling citizen volunteer programs to address the problem (TTC 681.0101). Despite these efforts, abuse continues to worsen.

The key to any behavior change effort is education. Providing an opportunity for the general community to understand the importance of accessible parking and why those spaces exist. Examples of community education campaigns that successfully changed social behavior are the 'Don't Mess with Texas' anti litter campaign and the national 'Click It or Ticket' seatbelt campaigns. Both of these campaigns were successful in changing behavior but were funded by taxpayer dollars.

Parking Mobility is a community based enforcement and education program that leverages the high fines associated with accessible parking abuse into broad community education without using taxpayer dollars. Enforcement is important but education is critical.

This document demonstrates how Parking Mobility works and details our benefits to the community.

Relevant Laws

Texas Transportation Code Title 7, Subtitle H, Sec. 681.0101. ENFORCEMENT BY CERTAIN APPOINTED PERSONS. (a) A political subdivision may appoint a person to have authority to file a charge against a person who commits an offense under this chapter.

(b) A person appointed under this section must:

- (1) be a United States citizen of good moral character who has not been convicted of a felony;
- (2) take and subscribe to an oath of office that the political subdivision prescribes; and
- (3) successfully complete a training program of at least four hours in length developed by the political subdivision.

(c) A person appointed under this section:

- (1) is not a peace officer;
- (2) has no authority other than the authority applicable to a citizen to enforce a law other than this chapter; and
- (3) may not carry a weapon while performing duties under this section.

(d) A person appointed under this section is not entitled to compensation for performing duties under this section or to indemnification from the political subdivision or the state for injury or property damage the person sustains or liability the person incurs in performing duties under this section.

(e) The political subdivision and the state are not liable for any damage arising from an act or omission of a person appointed under Subsection (a) in performing duties under this section.

Sec. 681.011. OFFENSES; PRESUMPTION. (g) Except as provided by Subsections (h)-(k), an offense under this section is a misdemeanor punishable by a fine of not less than \$500 or more than \$750.



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Parking Mobility Users and Deputies

Parking Mobility isolates data submitted by app users into two groups; casual users and deputies.

Anyone can download the Parking Mobility App and report violations. For casual users (people who have downloaded the App but don't meet the requirements of a deputy), report data is collected to help demonstrate the scope of accessible parking abuse; identify areas not being covered by deputies and; help build an inventory of accessible spaces in the community.

Deputies are required to be trained on accessible parking enforcement and proper disposition of their duties; submit to a background check and; be deputized by their municipality. Parking Mobility provides the required training and background checks. The municipality deputizes and manages the deputies. Parking Mobility provides effective management tools to the municipality and ongoing training and support to ensure deputies are meeting all requirements.

Deputies are required to appear in court for any citations that are contested in court. Parking Mobility keeps deputies informed on court dates and ensures they appear. Failure to appear can result in a deputy's account being suspended.

Parking Mobility provides initial 4 hour trainings online or in person depending on the desires of the municipality. Ongoing training is provided online.

Deputy Training

Parking Mobility provides training that is developed specifically for the needs of each partner community. Initial state required four hour training can be provided in a face-to-face classroom environment, online or a combination of both. Parking Mobility suggests that face-to-face trainings be held for initial trainings until all stakeholders are comfortable with the program.

Training is divided into 8, 30 minute modules that cover:

- Laws governing Accessible Parking
- Importance of Accessible Parking
- Contributions of People with Disabilities in the Community
- The Parking Mobility Program
- Organizations and Resources for People with Disabilities
- Special Rules Regarding Accessible Parking
- Confrontation Avoidance
- What Happens After You Submit a Violation

Parking Mobility also provides monthly and quarterly mini-trainings online as well as specific training on identified issues as needed for volunteers.

Volunteer Management

Parking Mobility provides efficient volunteer deputy management from within the government portal that allows the municipality to add, suspend or terminate a deputized volunteer. All aspect of the volunteer's account are available to the municipal user including all reports submitted, report status and data measurement tools.



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 iPhone

 ANDROID



The Parking Mobility Mobile App

Parking Mobility is a free smartphone application available for Android devices and iPhones from their respective App Stores. Anyone can download and use the Parking Mobility App. Parking Mobility does not collect reports not submitted from the app. All data and photographs are submitted securely to our servers; do not reside on the reporter's device and cannot be altered or manipulated in any way.

Reporting a violation using Parking Mobility

When a user sees an accessible parking violation, they simply open the Parking Mobility app.



Parking Mobility automatically locates the user using enhanced geolocation information from their phone.



The user chooses the 'Plus' button or 'Report New Violation' option from the Parking Mobility menu and is taken into the Violation menu.

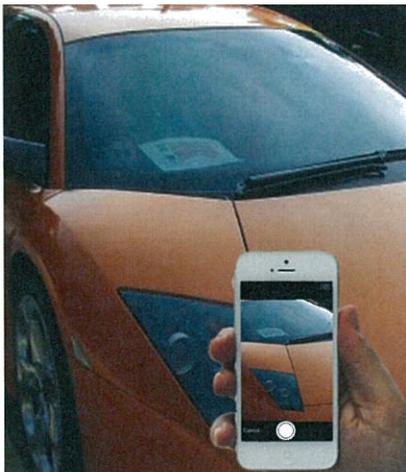


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The user takes three photographs of the violation.

#1: Rear of the vehicle showing the license plate.



#2: Front windshield showing absence of a placard or expired or altered placard.

#3: Vehicle showing the violation. Must include the vertical sign required by law.



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The remainder of the steps can be completed away from the violation to reduce the chance of confrontation.

The user chooses the violation type;



chooses the violation location from the imbedded map. The user may choose an existing space or, if one does not exist, add a new space.

enters the license plate number;



and submits the violation. The entire process takes as little as 1 minute.

Before submission, Parking Mobility data is secured at rest on the user's phone using standard SSL encryption. The photos are not stored on the user's phone and cannot be altered or manipulated. Once the user submits the report, data is secured in flight using SSL encryption and then stored on Parking Mobility's servers, which are protected by RSA dual authentication protocols. The Parking Mobility technology connects to the state's DMV database to retrieve owner information for the offending vehicle.



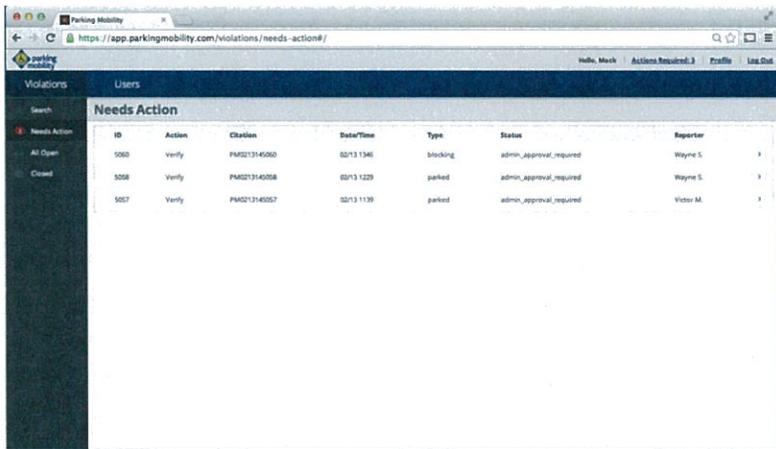
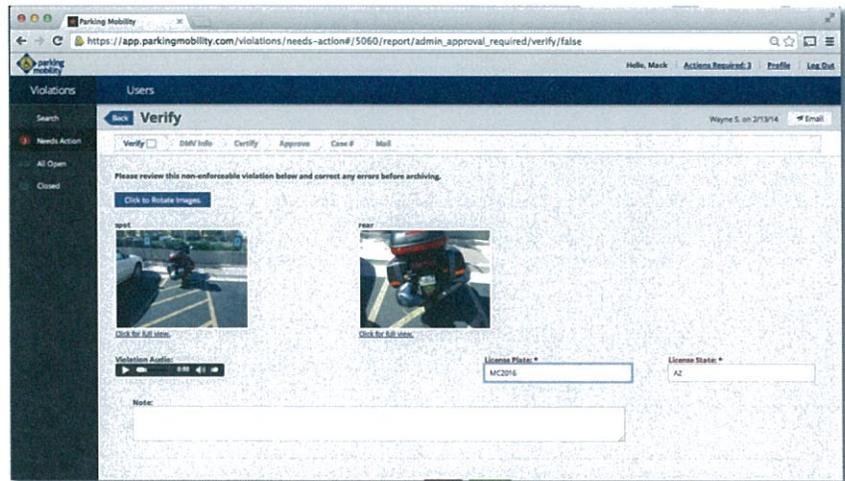
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The Parking Mobility Administrative Portal

Parking Mobility provides a secure web app portal for municipal partners. The designated administrator of the Parking Mobility program accesses the portal using RSA encrypted security and can view all reports submitted by deputized volunteers. Reports from casual users are not provided although their data can be included in planning reports. The municipal administrator views each report from that municipality's deputies and approves the previous day's reports.

Once a report is approved, the necessary data is migrated to the municipality's current data systems; the ticket is printed and mailed, and; the citation is processed just as any other citation. Approval of a report and issuance of a citation takes less than a minute per report.



Through the Parking Mobility portal, municipal administrators can view and manage all aspects of the Parking Mobility program including all violations reported, deputy volunteers and measurement tools.



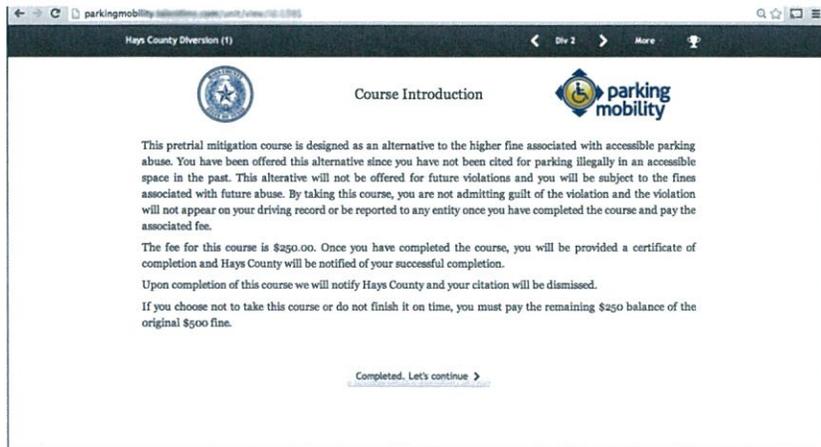
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Beyond Enforcement

The goal of Parking Mobility is to end accessible parking abuse. A broad community education is necessary to inform the public on the importance of accessible parking and targeted education to offenders to reduce recidivism. Parking Mobility provides both aspects of community education.

First Time Offender Diversion



First time offenders can be offered a pretrial diversion program similar to safe driving courses for speeding offenders. The offender pays a reduced administrative fee and then completes the course in a prescribed period. Once completed, Parking Mobility certifies completion and the citation is dismissed. The offender is marked in the system as having completed diversion and cannot be offered diversion for future offenses. The Parking Mobility online course is interactive, effective and gauges the

offender's responses to ensure the material is absorbed and repeat offenses are reduced.

Additionally, Parking Mobility dedicates the majority of Parking Mobility's revenue generated through our program to broad community education. We partner with other nonprofit organizations that are active in each community to reach their constituents. We provide newsletter and web based articles, PSA's, large and small group presentations, video and print materials to our community partners, driver's education programs and local media to ensure the community understands the importance of accessible parking and the contributions of people with disabilities to their community. These partnerships ensure we achieve our educational mission as well as support local, community based nonprofit organizations who are active in improving their community.



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Who is Parking Mobility?

Parking Mobility is provided by Access Empowerment, an Austin, TX based nonprofit organization with 501(c)3 status. Access Empowerment is an organization formed, managed and governed by people with disabilities to address accessible parking abuse, the #1 threat to the health, safety and community access for people with disabilities. Parking Mobility provides unique technology as a tool to allow citizen volunteers to report accessible parking abuse; provides flexible data collection and reporting processes for municipalities to administer the program at little administrative cost; and, leverages the high fines associated with abuse to partner with and engage community based nonprofit organizations to provide broad community education aimed at ending abuse.

Mission: Access Empowerment's nonprofit mission is to engage the broader community to end accessible parking abuse through empowerment, collaboration, education and innovative technology.

Goals and Objectives: Access Empowerment's goal is to implement the Parking Mobility program in the top 25 municipalities in Texas and at least two municipalities in each of the 48 contiguous United States. Objectives of Parking Mobility include:

- designing innovative, secure, discrete technology necessary for citizen volunteers to report disabled parking violations
- designing flexible, secure data collection and reporting procedures for local governments
- providing a four point educational protocol designed to educate the broad community utilizing community nonprofit partnerships.
- marketing strategies directly to local community leaders, community based nonprofit organizations and people dedicated to providing a safe, healthy community for all

Philosophy: Access Empowerment strives to provide the Parking Mobility program through innovative, locally responsive solutions to a global problem.

Formation: Access Empowerment is a nonprofit organization formed by people with disabilities and technology development experts dedicated to utilizing innovative technology solutions to solve the #1 health and safety threat to people with disabilities and mobility impairments in the community. Our Board of Directors and staff have extensive experience and connection to disability organizations as well as technology development uniquely positioning the organization to bring the two together to achieve our mission. Our nonprofit formation is necessary to quickly and efficiently engage local governments as well as utilize our resources to achieve our educational mission. As a nonprofit organization, we are dedicated to providing transparency in all of our business practices and invite anyone to request information regarding our organization.



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Parking Mobility Board of Directors

Michael Haynes – President / Director

Michael is the Executive Director of the Lone Star Paralysis Foundation and Director of the Seton Brain & Spine Recovery Center in Austin, TX. Previously, Michael spent over 17 years with St. David's Medical Center working with the St. David's Community Health Foundation establishing community programs focused on empowering youth and adults with disabilities through athletics and other active pursuits. Michael received his Bachelor's degree from The University of Texas at Austin.

Michael Stimets – Treasurer / Director

Michael is a Senior Scientist at Parsons Inc.'s Government Services Unit in Austin, Texas. Michael has been with Parsons in varying technology and managerial roles for over 25 years. Michael received his Bachelor's degree from The University of Texas at Austin.

Eric Lantz – Secretary / Director

Eric is an Occupational Therapist at Seton Brain & Spine Recovery Center in Austin, TX. Previously, Eric was an Occupation Therapist for 9 years at TIRR Memorial Hermann Rehabilitation Hospital in Houston Texas. In addition, Eric has managed youth camps for children with disabilities throughout Texas. Eric has received a Bachelor's degree from each of Texas A&M University and The University of Texas Medical Branch at Galveston.

Regina Blye – Director

Regina is the Executive Director of the Texas State Independent Living Council (SILC) in Austin, TX. Regina is a United States Presidential appointee to the United States Access Board. Regina serves as Chair of SILC Congress, a national group dedicated to improving the effectiveness of SILCs. Regina is also Vice-Chair of the Texas Disability Policy Consortium, a collection of organizations working together to advance the rights of Texans with disabilities, and serves as a board member for the Coalition of Texans with Disabilities, a grassroots advocacy organization. Regina received her Bachelor's degree from West Texas A&M University.

Kathryn McCarter – Director

Kathryn is a social worker at the VA in Houston, TX where she works with homeless veterans to help find housing. Prior to her current professional role, Kathryn spent the past 8 years as a fundraiser for political campaigns and nonprofits in Houston and Austin. When not working at the VA, Kathryn is active with TIRR (The Institute for Rehabilitation and Research) and MD Anderson Cancer Center. Kathryn received her Bachelor's degree from The University of Texas at Austin and her Masters in Social Work from the University of Houston.

Chase Bearden – Director

Chase is the Director of Advocacy for the Coalition of Texans with Disabilities in Austin, TX. In this role, Chase manages research, policy analysis and legislative recommendations to the Texas State Legislature and Texas state agencies on issues surrounding disabilities. Chase serves on the Texas Governor-appointed Rehabilitation Council of Texas and the Texas Board of Architectural Examiners. Chase received his Bachelor's degree from Concordia University in Austin, TX.

Campbell Macdonald – Director

Campbell is the CEO and co-founder of Pathful. Previously, Campbell has nearly 20 years of senior managerial experience with companies including BuildDirect.com, Home Depot and the Canadian Pacific Railway. Campbell is also active in his community working with open data, the start-up and accessibility communities. Campbell received his Bachelor's degree from The University of Manitoba and Master's degree from Queen's University.



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Administrative Team

Mack Marsh, Project Director
Cheryl Fries, Marketing & Community Outreach
Terri Shexnayder, Marketing Specialist
Justin Lowery, U/X Engineer
Colin Edwards, Android & iOS Development
Michael Glasgow, Systems & Security Architect
Joshua Hibbert, Front-end Development
Ian Littman, Server Team Lead Developer
Ed Giese, Server Team Developer
Alan Nguyen, Server Team Developer
Gabriel Carignano, Server Team Developer
Andrew Gracey, Server Team Developer
Justin Hunter, Perl & Systems Administration



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Beyond Citizen Reporting of
accessible parking abuse:
simple, secure, effective



ACCESSIBLE PARKING ABUSE

25% OF CARS USING
ACCESSIBLE PARKING
DO SO ILLEGALLY

75% OF ACCESSIBLE PARKING
IS ABUSED IN RAINY
WEATHER



WHY CITIZEN REPORTING

INDIVIDUALS WITH DISABILITIES ARE BEST
SUITED TO REPORT ACCESSIBLE PARKING
ABUSE SINCE THEY NEED ACCESSIBLE
PARKING FOR ACCESS TO EVERY DAY LIFE.



WHAT'S IN IT FOR YOUR CITY?

\$1,000,000/YEAR
FROM LESS THAN 10 DAILY VIOLATIONS *

CITIZEN ENGAGEMENT
UNRECOGNIZED REVENUE
SOLVE A HEALTH, SAFETY
AND COMMUNITY ACCESS ISSUE

COST POSITIVE PROGRAM THAT SOLVES A COMMUNITY NEED!

*Based on a \$500 minimum fine amount and full deployment of Parking Mobility