



POLICE DEPARTMENT

1901 Delafield Street
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DANIEL P. THOMPSON
Chief of Police

DATE: June 13th, 2023

TO: Board of Public Works
Katie Jelacic, Project Engineer-Public Works

FROM: Bradley S. Becker, Captain of Police

SUBJECT: South Street Parking Ramp Issues and Recommendation

The Waukesha Police Department, and more concerningly our Emergency Operations Center (Dispatch), have experienced a significant increase in the number of calls for service regarding the South Street Parking Ramp over the past couple years. However, in the last 6 months the issues with the South Street Parking Ramp System have become increasingly worse and a different solution needs to be put in place.

The issues come in several forms but most stem from citizens' credit cards getting stuck in the pay machine or a ticket not dispensing out of it. When this occurs, a citizen presses the "assistance button" on the machine which generates a direct call into our dispatch center. Our dispatcher(s) then try to communicate with the citizen on what the actual issue is and attempt to find either a parking agent or officer to respond to fix the issue at hand.

Below is the breakdown in the number of calls our emergency dispatch center received from citizens having issues with the South Street Parking Ramp from January 1 – June 12, 2023.

- January – 135 calls
- February – 85 calls
- March – 120 calls
- April – 173 calls
- May – 189 calls
- June 1-12th – 99 calls
- **Total calls from January 1 thru June 12, 2023 – 801 calls**

The overwhelming amount calls into our emergency dispatch center for parking ramp issues is extremely excessive. Our dispatch center will be receiving our own 911 cellular calls starting in 2024 in where we will be inundated with significantly more emergency calls. Our dispatch center will not be able to keep up with all of these non-emergency calls for someone's credit card getting stuck in a machine or not dispensing a ticket.

Furthermore, it is poor customer service we are providing citizens using our parking ramp. Currently, if there is a parking ramp issue, we attempt to have a parking agent or officer respond to fix it.



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However, in a lot of cases we either don't have a parking agent working and/or officers are unavailable since they are handling other higher priority calls for service.

The police department's recommendation would be to invest in a new gateless parking system, such as a product that utilizes license plate recognition software (LPR). Systems such as these are located in numerous county parks and also at car washes. Using LPR software will significantly reduce or eliminate nearly all calls into our dispatch center for the aforementioned issues and will provide better customer service to citizens with a more reliable system. Furthermore, LPR is an easy and efficient way to ensure optimized parking enforcement. The technology is hassle-free, and the information is available in real time which minimizes the possibility of incorrect issued citations.

Respectfully Submitted,

Bradley S. Becker
Captain of Police
Special Services

Ronald J. Oremus
Assistant Chief
Administration/Special Services