



# DEPARTMENT OF PARKING

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## PARKING VIOLATIONS BUREAU

Division #14-1075

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## TOWING & STORAGE OPERATIONS

Division #14-1112

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## PARKING METERS & ENFORCEMENT

Division #14-1113

# DEPARTMENT OF PARKING

Parking Violations Bureau  
Division #14-1075

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## **Mission Statement**

The Parking Violations Bureau (PVB) is committed to providing affordable, accessible, and safe public parking citywide by enforcing City and State Laws and Ordinances.

## **Goal**

To provide for the fair and equitable disposition of summonses written for parking violations.

## **Activities**

1. Distribute summonses to the Police Department and other Agencies.
2. Accept pleas and conduct hearings for parking violations.
3. Respond within a reasonable period of time to all relevant and reasonable public inquiries.
4. Schedule and conduct appeals and motions to vacate judgment.
5. Maintain complete and accurate records relating to all charges, dispositions and associated activities.
6. Process vehicle releases for towed and/or booted vehicles.
7. Process registration releases for registration suspensions.
8. Perform data entry and image all summonses issued by the Police Department and other Agencies.
9. Send weekly notices on unpaid summonses.
10. Research payments received with insufficient information to process.
11. Reconcile in-house and lockbox payment errors.
12. Reconcile data entry errors.
13. Respond to complains referred by the Mayor's 311 Call & Resolution Center.
14. Send registration suspensions month to the New York State Department of Motor Vehicles.
15. Scan and verify all late payments.
16. Manage the New York State Archives and Record Administration (SARA) records retention program for all PVB documents.

# DEPARTMENT OF PARKING

Parking Violations Bureau  
Division #14-1075

## Work Program Statistics

	<b>Actual 2018-2019</b>	<b>Projection 2019-2020</b>	<b>Estimate 2020-2021</b>
Total number of parking summonses written	187,161	147,130	147,130
Notices generated:			
First	59,220	44,364	44,364
Courtesy	28,963	22,662	22,662
Alertogram	26,299	20,635	20,635
Suspension	18,024	13,826	13,826
Number of registrations suspended	8,314	6,800	6,800
Number of suspended registrations released	6,170	5,040	5,040
Mayor's 311 responses	4,382	3,040	
Walk-in customers	41,628	32,000	32,000
Number of summonses adjudicated (does not include failure to appear):			
Regular/Suspension	30,069	24,800	24,800
Appeals	98	80	80

3,040



City of Buffalo  
 Recommended Budget 2020-2021  
 General Fund

	2018-2019 Actual Amount	2019-2020 Adopted Budget	2019-2020 Revised Budget	2019-2020 Year To Date 5/1/2020	2020-2021 Recommended Budget
<b>1075 PARKING VIOLATIONS BUREAU</b>	<b>772,281</b>	<b>907,775</b>	<b>911,030</b>	<b>686,959</b>	<b>1,004,252</b>
<b>11475001 PARKING VIOLATIONS BUREAU</b>	<b>755,836</b>	<b>896,175</b>	<b>896,175</b>	<b>678,613</b>	<b>986,852</b>
411001 ANNUAL SALARY	551,741	715,600	715,600	492,824	763,652
412002 HOURLY SALARY	65,470	50,000	50,000	46,438	85,000
413001 OVERTIME	108,148	100,000	100,000	119,785	100,000
413002 HOLIDAY	0	2,800	2,800	0	0
413003 ACTING TIME	17,810	15,000	15,000	12,922	20,000
413004 SHIFT DIFFERENTIAL	0	0	0	13	0
414001 LONGEVITY	7,540	6,775	6,775	5,600	10,200
414007 PERFECT ATTENDANCE INCENTIVE	5,109	4,000	4,000	0	6,000
414028 VACATION BUYOUT	0	2,000	2,000	0	2,000
415001 AUTOMOBILE ALLOWANCE	18	0	0	882	0
415002 CLOTHING ALLOWANCE	0	0	0	150	0
<b>11475005 PARKING VIOLATIONS BUREAU</b>	<b>2,448</b>	<b>1,400</b>	<b>1,415</b>	<b>15</b>	<b>1,400</b>
461001 OFFICE SUPPLIES	1,921	0	15	15	0
461006 FURNITURE & EQUIP (NON CAPITAL)	0	750	0	0	750
464000 PERIODICALS	528	650	650	0	650
490000 FREEZE FUNDS	0	0	750	0	0
<b>11475006 PARKING VIOLATIONS BUREAU</b>	<b>13,996</b>	<b>10,200</b>	<b>13,440</b>	<b>8,331</b>	<b>11,000</b>
432004 ENGINEER & TECHNICAL SERVICES	0	250	390	390	450
443301 MACHINERY & EQUIP REPAIRS	300	350	350	58	400
443400 EQUIP MAINTENANCE CONTRACTS	6,405	0	0	0	0
455000 PRINTING & BINDING	6,610	8,500	8,270	7,244	9,000
455100 INTERNAL PRINT SHOP	681	700	654	639	750
456000 OTHER SERVICES	0	400	0	0	400
490000 FREEZE FUNDS	0	0	3,775	0	0
<b>11475007 PARKING VIOLATIONS BUREAU</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5,000</b>
474100 EQUIPMENT	0	0	0	0	5,000



City of Buffalo  
Recommended Budget 2020-2021  
General Fund

**Parking Violations Bureau**  
**11475001-411001**  
**Budgeted Salaries**

Description	Step	Grade	Quantity	Unit Cost	Total
Administrative Assistant	14	A041	1	\$ 52,633	\$ 52,633
Assistant Administrator of Parking	11	A074	1	63,748	63,748
Commissioner of Parking	5	I065	1	121,233	121,233
Data Control Clerk	5	A013	1	45,851	45,851
Junior Data Control Clerk	17	A004	2	42,166	84,332
Junior Data Control Clerk	14	A004	1	40,208	40,208
Junior Data Control Clerk	11	A004	1	38,915	38,915
Junior Traffic Clerk	17	A002	1	41,269	41,269
Junior Traffic Clerk	5	A002	1	41,269	41,269
Junior Traffic Clerk	12	A002	5	37,552	187,760
Senior Administrative Assistant	5	A063	1	66,163	66,163
Supervisor Hearing Examiner PT	5	I046	1	72,828	72,828
Traffic Clerk	3	A023	1	47,443	47,443
Attrition					(140,000)
<b>Total</b>			<b>18</b>		<b>\$ 763,652</b>

# DEPARTMENT OF PARKING

Towing & Storage Operations  
Division #14-1112

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## Goals

1. To tow and store vehicles parked illegally, suspended, uninsured or abandoned.
2. To develop and implement procedures, policies and ordinance amendments designed to expedite the towing, release, auction and transfer of junk cars to scrap processors.

## Activities

1. Tow and store illegally parked and police impounded vehicles.
2. Maintain complete and accurate records related to impounded vehicles.
3. Hold weekly auctions of unclaimed vehicles.
4. Prepare an MV907A for each vehicle, 1973 or newer, sold at auction.
5. Perform data entry and scanning of all notices and mailings that pertain to each vehicle towed.
6. Answer all phone inquiries from the public with regard to impounded vehicles.
7. Act as dispatcher and liaison between towing companies and Parking Enforcement Officers.
8. Prepare vehicle releases for all vehicles that are claimed by registered owners.

## Work Program Statistics

	<b>Actual 2018-2019</b>	<b>Projection 2019-2020</b>	<b>Estimate 2020-2021</b>
Vehicles towed	8,304	6,692	6,692
Vehicles mini-towed	1,384	791	791
Towing notices mailed and filed	7,556	5,840	5,840
Auctioned vehicles	1,112	1,200	1,200



City of Buffalo  
 Recommended Budget 2020-2021  
 General Fund

	2018-2019 Actual Amount	2019-2020 Adopted Budget	2019-2020 Revised Budget	2019-2020 Year To Date 5/1/2020	2020-2021 Recommended Budget
<b>1112 TOWING &amp; STORAGE</b>	<b>520,954</b>	<b>711,329</b>	<b>922,867</b>	<b>650,681</b>	<b>907,682</b>
<b>11412001 TOWING &amp; STORAGE</b>	<b>227,341</b>	<b>303,154</b>	<b>297,741</b>	<b>206,851</b>	<b>281,680</b>
OPERATIONS CC					
411001 ANNUAL SALARY	159,704	199,323	196,323	134,816	176,347
412002 HOURLY SALARY	0	27,581	27,581	0	28,808
413001 OVERTIME	60,509	55,000	55,000	63,781	65,000
413002 HOLIDAY	0	6,000	3,587	0	0
413003 ACTING TIME	1,229	3,500	3,500	5,403	4,000
413004 SHIFT DIFFERENTIAL	328	2,000	2,000	552	1,000
414001 LONGEVITY	4,971	5,250	5,250	1,700	4,925
414007 PERFECT ATTENDANCE INCENTIVE	0	1,500	1,500	0	0
414028 VACATION BUYOUT	0	2,000	2,000	0	1,000
415002 CLOTHING ALLOWANCE	600	1,000	1,000	600	600
<b>11412005 TOWING &amp; STORAGE</b>	<b>3,291</b>	<b>3,175</b>	<b>12,229</b>	<b>9,514</b>	<b>5,950</b>
OPERATIONS CC					
461001 OFFICE SUPPLIES	924	0	76	76	0
461006 FURNITURE & EQUIP (NON CAPITAL)	0	0	0	0	1,500
461105 JANITORIAL SUPPLIES	400	0	0	0	0
461201 CLOTHING & UNIFORMS	1,028	2,200	2,911	2,911	3,500
465001 AUTOMOTIVE SUPPLIES	680	600	600	567	400
466100 ELEC PLUMB HVAC EQUIP SUPPLIES	50	75	0	0	50
467000 MISCELLANEOUS SUPPLIES	209	300	6,300	5,959	500
490000 FREEZE FUNDS	0	0	2,342	0	0
<b>11412006 TOWING &amp; STORAGE</b>	<b>290,322</b>	<b>315,000</b>	<b>522,896</b>	<b>352,420</b>	<b>620,052</b>
OPERATIONS CC					
443302 VEHICLE BODY REPAIRS	5,015	4,000	6,527	6,527	5,000
443303 VEHICLE DRIVETRAIN REPAIRS	14,099	10,000	12,486	12,254	14,000
444101 RENTAL LAND & BUILDINGS	0	0	87,000	0	100,002
455100 INTERNAL PRINT SHOP	400	500	400	239	500
456000 OTHER SERVICES	270,808	300,500	375,983	333,400	500,550
490000 FREEZE FUNDS	0	0	40,500	0	0
<b>11412007 TOWING &amp; STORAGE</b>	<b>0</b>	<b>90,000</b>	<b>90,000</b>	<b>81,896</b>	<b>0</b>
OPERATIONS CC					
474200 VEHICLES	0	90,000	81,896	81,896	0
490000 FREEZE FUNDS	0	0	8,104	0	0



City of Buffalo  
Recommended Budget 2020-  
2021

**Towing & Storage Operations**  
**11412001-411001**  
**Budgeted Salaries**

<b>Description</b>	<b>Step</b>	<b>Grade</b>	<b>Quantity</b>	<b>Unit Cost</b>	<b>Total</b>
Dispatcher	5	B014	1	\$ 45,687	\$ 45,687
Impound Coordinator	3	B045	1	47,535	47,535
Laborer II	5	B025	1	40,391	40,391
Tow Truck Operator	17	B010	1	42,734	42,734
Tow Truck Operator	12	B010	-	27,777	-
Tow Truck Operator	11	B010	-	27,777	-
<b>Total</b>			<b>4</b>		<b>\$ 176,347</b>



# DEPARTMENT OF PARKING

Parking Meters & Enforcement  
Division #14-1113

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## Goals

1. To install, reinstall, remove and provide daily maintenance of parking meters to ensure proper operation and turnover parking.
2. To equitably and thoroughly enforce all parking regulations on a daily basis throughout the entire City.

## Activities

1. Install, maintain and repair parking meters (approx. 1,200 meters and 135 pay-and-display units).
2. Issue parking violation summonses for violations of “parking” “stopping” and “standing” pursuant to the New York State Vehicle and Traffic Law and City Ordinances.
3. Download computerized handheld tickets written using the Gtechna software system on a daily basis.
4. Rectify any maintenance problems that occur to the handheld devices.
5. Receive and dispatch 911 and citizen complaints of illegal parking to Parking Enforcement personnel.
6. Compile, maintain and report complete and accurate records pertaining to: parking meter work, summonses issued; abandoned, suspended and impounded vehicles; and, complaints answered.
7. Assist private contractors with street paving and construction projects and post signage when needed.
8. Assist the Streets Department on a year-round basis for street cleaning, trash pick-up and snow plowing.
9. Immobilize vehicles that have outstanding summonses in arrears.

# DEPARTMENT OF PARKING

Parking Meters & Enforcement  
Division #14-1113

## Work Program Statistics

	<b>Actual 2018-2019</b>	<b>Projection 2019-2020</b>	<b>Estimate 2020-2021</b>
Single Space Parking Meters	1,200	1,000	1,000
Repaired	175	175	175
Maintained, Oiled, Greased (twice a year each meter)	2,400	2,400	2000
Installed	-	-	-
Reinstalled	55	45	45
Buffalo Roam Transactions (metered spaces paid by mobile app)	493,839	560,453	560,453
Pay-And-Display Machines	138	155	160
Reinstalled/Relocated	10	4	-
Installed	-	10	10
Summonses Issued	187,161	147,130	147,130
Sign and Meter Complaints Received and Investigated	500	500	500
Vehicles Booted	250	240	240



City of Buffalo  
 Recommended Budget 2020-2021  
 General Fund

	2018-2019 Actual Amount	2019-2020 Adopted Budget	2019-2020 Revised Budget	2019-2020 Year To Date 5/1/2020	2020-2021 Recommended Budget
<b>1113 PARKING METER &amp; ENFORCEMENT OF</b>	<b>1,485,178</b>	<b>1,579,587</b>	<b>1,697,112</b>	<b>1,136,210</b>	<b>1,490,521</b>
<b>11413001 PARKING METER &amp; ENFORCEMENT OF</b>	<b>1,217,035</b>	<b>1,277,467</b>	<b>1,271,994</b>	<b>804,896</b>	<b>1,173,737</b>
411001 ANNUAL SALARY	756,639	785,890	785,890	484,943	747,306
412002 HOURLY SALARY	184,520	248,227	248,227	144,582	201,656
413001 OVERTIME	247,727	200,000	200,000	159,770	200,000
413002 HOLIDAY	0	14,000	8,527	0	0
413003 ACTING TIME	8,177	8,000	8,000	1,777	4,000
413004 SHIFT DIFFERENTIAL	3,217	2,750	2,750	1,648	2,750
414001 LONGEVITY	12,905	14,050	14,050	9,125	13,475
415002 CLOTHING ALLOWANCE	2,850	3,300	3,300	2,550	3,300
415003 TOOL ALLOWANCE	1,000	1,250	1,250	500	1,250
<b>11413005 PARKING METER &amp; ENFORCEMENT OF</b>	<b>71,332</b>	<b>68,300</b>	<b>110,932</b>	<b>88,962</b>	<b>73,300</b>
461001 OFFICE SUPPLIES	500	0	0	0	0
461105 JANITORIAL SUPPLIES	399	0	0	0	0
461201 CLOTHING & UNIFORMS	3,026	6,000	8,242	8,242	10,000
466100 ELEC PLUMB HVAC EQUIP SUPPLIES	0	2,000	2,053	1,957	2,000
466200 ROAD SUPPLIES	67,211	60,000	87,738	77,617	60,000
467000 MISCELLANEOUS SUPPLIES	196	300	1,204	1,145	1,300
490000 FREEZE FUNDS	0	0	11,695	0	0
<b>11413006 PARKING METER &amp; ENFORCEMENT OF</b>	<b>176,485</b>	<b>202,820</b>	<b>283,185</b>	<b>218,710</b>	<b>243,484</b>
443301 MACHINERY & EQUIP REPAIRS	510	3,000	2,312	1,804	4,000
444201 RENTAL EQUIPMENT & VEHICLES	174,579	199,320	238,784	216,072	238,784
455000 PRINTING & BINDING	9	200	590	590	200
455100 INTERNAL PRINT SHOP	55	300	300	245	500
456000 OTHER SERVICES	1,332	0	0	0	0
490000 FREEZE FUNDS	0	0	41,200	0	0
<b>11413007 PARKING METER &amp; ENFORCEMENT OF</b>	<b>20,326</b>	<b>31,000</b>	<b>31,000</b>	<b>23,642</b>	<b>0</b>
473010 ROAD IMPROVEMENTS	0	5,000	1,250	0	0
474200 VEHICLES	20,326	26,000	23,642	23,642	0
490000 FREEZE FUNDS	0	0	6,108	0	0



City of Buffalo  
 Recommended Budget 2020-2021  
 General Fund

**Parking Meters & Enforcement**  
**11413001-411001**  
**Budgeted Salaries**

Description	Step	Grade	Quantity	Unit Cost	Total
Laborer II	17	B025	2	\$ 40,391	\$ 80,782
Laborer II	5	B025	1	40,391	40,391
Parking Enforcement Officer	17	B008	3	41,521	124,563
Parking Enforcement Officer	16	B008	1	37,369	37,369
Parking Enforcement Officer	14	B008	1	31,141	31,141
Parking Enforcement Officer	13	B008	1	29,065	29,065
Parking Enforcement Officer	5	B008	5	41,521	207,605
Parking Enforcement Supervisor	5	B018	1	53,317	53,317
Parking Meter Mechanic	17	B010	2	42,734	85,468
Parking Meter Mechanic	14	B010	1	32,051	32,051
Parking Meter Mechanic	12	B010	2	27,777	55,554
Attrition					(30,000)
<b>Total</b>			<b>20</b>		<b>\$ 747,306</b>