

Highlights

Why We Did This Audit

The redevelopment of the city’s downtown area has increased demand for parking. During times of peak demand, on-street parking availability can be limited, which may affect access to businesses and jeopardize business viability.

According to Walker Parking Consultant’s 2017 Crossroads District Parking Study, “Enforcement is the lynchpin for effective parking policies.”

In April 2018, the city and the Board of Police Commissioners entered into a Memorandum of Understanding (MOU) with the intent to increase the level of parking control activities and collaborate on parking enforcement activities in the downtown area.

The MOU committed KCPD to hiring and maintaining a minimum of 10 full-time parking control employees primarily dedicated to parking control activities in the downtown area. The city committed to funding these additional positions from the Parking Garage Fund.

Objective

Our audit focused on determining what actions could improve on-street parking enforcement in downtown Kansas City, Missouri.

Background

On-street parking is part of the city’s transportation infrastructure. On-street parking is designed to offer convenient parking for short-term uses such as eating at a restaurant; conducting a transaction at a store, bank, or government office; or making a delivery.

Click [here](#) to view the full report.

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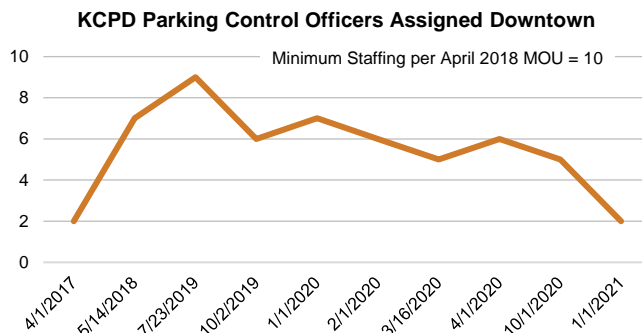
PERFORMANCE AUDIT

Change Needed to Align On-Street Parking Enforcement with City Goals

What We Found

Current parking control activities in the downtown area do not support the city’s transportation goals.

The Police Department is not committing ten parking control officers (PCOs) to the downtown area as required in the 2018 MOU. KCPD’s Parking Control District maps show an increase in the number of PCOs starting in 2018 but staffing has steadily declined and by January 2021 show only two PCOs assigned to the downtown area.



Police Department budgets from 2019-2022 show almost \$1.7 million appropriated for downtown PCOs. Without the minimum 10 PCOs dedicated to downtown parking control activities, the department did not expend these funds in accordance with the MOU and the city is not receiving the services it funded.

KCPD does not routinely meet with city departments to coordinate downtown parking enforcement. Without regular participation from KCPD, there is no collaboration on improving downtown parking control and enforcement activities as intended by the MOU. The strategies and goals of KCPD’s Parking Control Unit do not align with the transportation goals the city is trying to achieve. One of the city’s parking management goals is to improve garage utilization with increased parking enforcement and improved communication with the public. The city has invested millions of dollars in downtown parking structures that require coordination with parking enforcement to maximize their value.

Changes in the adjudication process for parking violations may warrant changes in the responsibilities for parking enforcement in downtown Kansas City. In August 2020, the City Council passed [Ordinance 200677](#), which established an administrative adjudication system for parking tickets and other non-moving violations.

What We Recommend

To align parking enforcement with city goals, we recommend the city explore returning the parking enforcement to a city department, outsource enforcement, or identify other enforcement options.

The city manager agreed with the recommendation.