

St. Louis PVB Boot/Tow process

Vehicle Booted

| | |
|------------------|--|
| PEO / LPR | Vehicle identified as bootable Issue ticket if currently in violation Contact Dispatch with Plate and Location |
| Dispatch | Verify vehicle is bootable (AIMS Vehicle Search) Dispatch Boot Team (Provide plate and location) |
| Boot Team | Create Boot/Tow on AIMS Mobile -Number (auto assigned by AIMS) -Date/Time (current values default) -Issuing Badge (select from drop down list) -Status (select VEHICLE BOOTED) -Company (PVB Boot) selection applies Boot Fee -Reason (select from drop down list) -Location (block, street) -Plate Number/State (descriptors should default) Pictures taken, audio comments in AIMS Mobile Apply Boot -Serial Number (record Boot Number in AIMS Mobile) Boot Team contacts dispatch to notify City Tow Division Additionally, an email is sent to (Freemanl@sttreasurer.org & Injuarez@hudson-associatesllc.com) automatically when a vehicle is booted. This is triggered by the boot team selecting PVB Boot as the company on AIMS Mobile. |
| Dispatch | Dispatch contacts City Tow Division |

Customer pays before towed

| | |
|--|---|
| During Business hours | Customer calls PVB to indicate payment Verify payment recorded in AIMS Contact Boot Team to remove the Boot |
| Dispatch | |
| Boot Team | Remove Boot and change status to BOOT RELEASED in AIMS Mobile |
| After Business hours/Saturday Tow Div | |
| Tow Company | Citizen shows receipt at Tow Div (Hours of Operation 9am to 12:30pm Sat, Sun - Closed, M-F 9am-6pm) Tow will confirm payment on https://parklouis.com/pay-online/ Scan/email Gateway/PVB copy of release form Dispatch/PVB will update record status in AIMS |

Customer doesn't pay, vehicle towed

| | |
|-------------------------|---|
| Tow Truck Driver | City Tow Division contacts dispatch to notify that the vehicle has been towed. |
| Dispatch | Dispatch changes the status to VEHICLE TOWED in AIMS9. |
| Tow Company | Verify payment in https://parklouis.com/pay-online/ before releasing vehicle and they will notify dispatch of payment. |
| Dispatch | Dispatch will change the status to VEHICLE LEASED FROM TOW LOT The TOW RELEASES report will be sent every day at 12:00am to Freemanl@sttreasurer.org & Injuarez@hudson-associatesllc.com |

What Makes a Vehicle Bootable for Towing

A Vehicle must have 4 (+) tickets that have fully matured to make it Bootable for Towing.

Parking Violation Fees

\$20.00 ticket

\$35.00 ticket

\$40.00 ticket

\$100.00 ticket

Price of Fully Matured Ticket

\$80.00 fully matured ticket

\$140.00 fully matured ticket

\$160.00 fully matured ticket

\$400.00 fully matured ticket

High Priority Booting/Towing

\$1500.00 and Over

4+ tickets that are fully matured

Low Priority Booting/Towing

\$1499.00 and Less

4+ tickets that are fully matured

- High Priority Booting/Towing will be called in/Towed first
- If Tow Division Tows a vehicle for another reason besides tickets and discovers that they owe for either High/Low Priority tickets, they may hold the vehicle till the citizen pays fees and/or makes payment arrangements.

Exhibit A: Parking Division Tow Process (Mon -Fri)

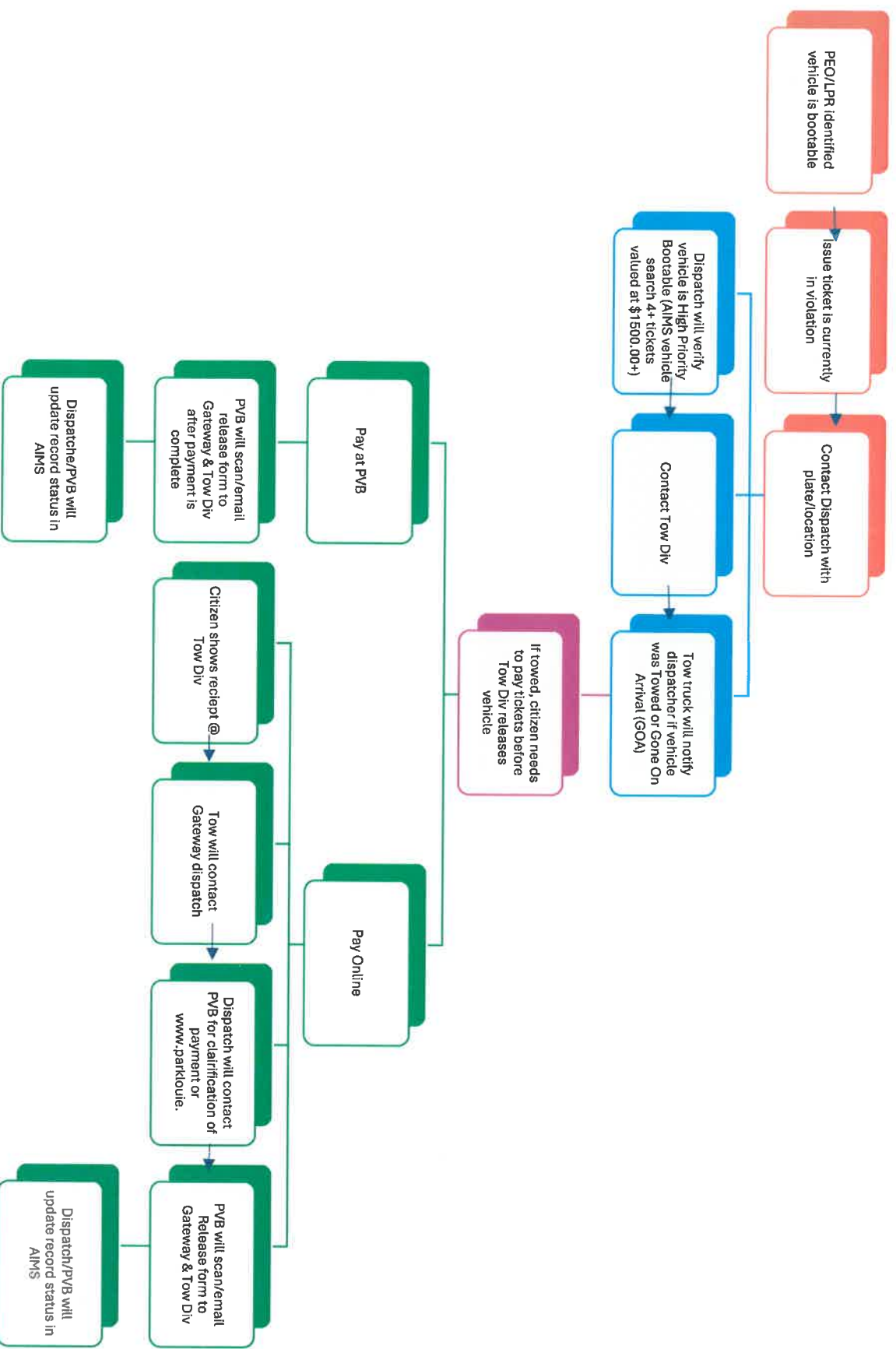


Exhibit A: Parking Division Tow Process (Saturday)

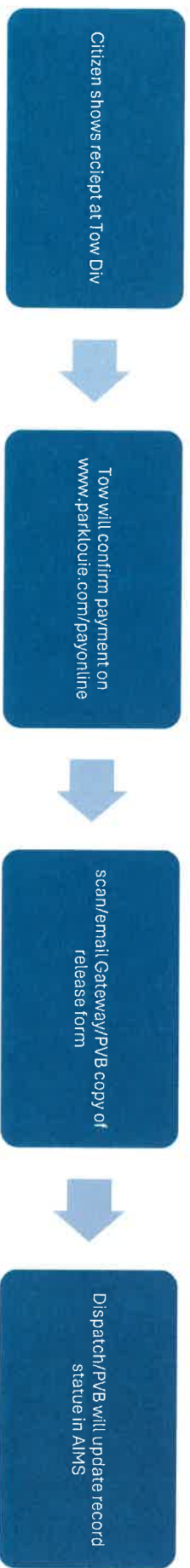


Exhibit B: Parking Division Tow Process*

Created: February 24, 2026

1. PEO/LPR

- a) PEO/LPR identified vehicle is bootable
- b) Issue ticket if currently in violation
- c) Contact Gateway Dispatch with Plate/Location

2. Dispatch/Tow Div

- a) Dispatch verify vehicle is High Priority Bootable (AIMS vehicle search 4+ tickets valued at \$1500 +)
- b) Contact Tow Division
- c) Tow truck will notify dispatcher if vehicle was towed or Gone on Arrival (GOA)
- d) If Towed, citizens need to pay tickets before Tow Div releases vehicle

3. Customers pay

A. At PVB

- i. PVB will scan/email release form to Gateway & Tow Div after payment is complete
- ii. Dispatch/PVB will update record status in AIMS

B. Online

- i. Citizen shows receipt at Tow Div (Hours of operation M-F 9am to 6pm)
- ii. Tow will contact Gateway Dispatch or Go to www.Parklouie.com/payonline. If dispatch is not available, contact the following:
 - a. Wanda Vernor (314) 768-3609 (o)
 - b. Lorena Morfin- Juarez (314) 768-3607 or (314) 627-2232 ext. 2502
 - c. Ed Lee (314) 768-3604 (o)
- iii. Dispatcher will contact PVB for clarification of payment
- iv. PVB will scan/email release form to Gateway & Tow Div
- v. Dispatch/PVB will update record status in AIMS

C. Saturday Tow Div

- i. Citizen shows receipt at Tow Div (Hours of Operation 9am to 12:30pm)
- ii. Tow will confirm payment on www.Parklouie.com/payonline
- iii. Scan/email Gateway/PVB copy of release form
- iv. Dispatch/PVB will update record status in AIMS

*These rules are subject to change



City of St. Louis Gateway Parking

Hudson and Associates, LLC

BOOT ENFORCEMENT, TOWING & COMPLIANCE



WHAT MAKES A CITIZEN BOOT ELIGIBLE?

City of St. Louis Scofflaw

- A citizen becomes boot eligible once vehicle has accumulated 4 or more open parking tickets in penalty status.
- A ticket goes into penalty status after no payment is received within 30 days of issuance.
- Example: If a citizen has 3 tickets in penalty status and a fourth ticket is issued, vehicle will not go into boot eligible status until fourth ticket goes into a penalty status.
- Once vehicle is Boot eligible, partial payment will not remove vehicle from boot eligible status. Balance **MUST** be paid in full to remove boot eligible status.
- PTAP is the **ONLY** option for a citizen to schedule a payment arrangement before vehicle is booted.
- When a citizen is scheduled for a PTAP, tickets go from a boot eligible status to a promise to pay status.

- Dox miss Payment on PMP goes back into Scofflaw.
- Must have \$10.00 balance to be off Scofflaw
- Language for only 1 PTAP Prog. if you get 4 more tickets will make you boot eligible

GATEWAY SERVICE: RULES FOR COMMUNICATING SCOFFLAW VEHICLES

All Boot and Tow transactions MUST be executed through Gateway Parking dispatch operations.

- Parking Enforcement Officers (PEOs)
- Scofflaw file produced by integration systems (AIMS) and uploaded to LPR system daily in real-time.
- Citizen Service Bureau (CSB)
- Special request from Treasures' Office (I think this will be Rick)
- STL Police Department
- Gateway Management

GATEWAY OPERATIONS: DISPATCH RESPONSIBILITIES

- Dispatcher verifies that the vehicle is boot eligible
- Once confirmed, dispatch will send boot information to the boot officer.
 - Leave Boots on for 4 hrs
 - No Boots on EMS overnight
- Verify vehicle identification (make/model) with boot officer.
- Verify Total amount owed for boot officer to include on all documents including booting sticker attached to the vehicles window.
- Monitor towing transaction / ETA.
- Monitor boot or towing incidents.
- Notify Boot Officer once payment is received so boot can be removed as soon as possible.
- Notify Tow company once payment is received so they can cancel the tow.
- Management of Boot and Tow log reports to occur daily.

GATEWAY OPERATIONS: BOOT OFFICER RESPONSIBILITIES

- Patrol the area for scofflaw hits.
- Radio hits to dispatcher for verification.
- Verify vehicle with LPR technology.
- Immobilize or release vehicle.
- Post communication notice on all vehicles.
- Capture images of vehicle in current state before and after immobilization/ release.
- Complete boot report daily (per each transaction).
- Submit daily notices and report to dispatcher and Operation Manager.
- Maintain boot inventory.

GATEWAY OPERATIONS: BOOT OFFICER RESPONSIBILITIES

BOOT OFFICER RADIO COMMUNICATIONS

Safety and Security is the Priority!

Boot Enforcement Officers MUST use the proper radio codes to always communicate PERFORMANCE details with dispatcher:

1. Time scofflaw vehicle is identified
2. Location of scofflaw vehicle
3. License plate number, with confirmation if an "O" (letter) or "0" (number) is part of plate number
4. Boot eligibility, per License Plate Recognition (LPR - software) and ALMs (software) information found on Mobile Data Terminal Laptop (MDT).
5. Fee verification, for inclusion on documentation.
6. Any issues if confronted by a scofflaw violator while performing boot enforcement in the field.

Once the Dispatcher verifies all information presented, the Boot Enforcement Officer will perform enforcement operations as outlined.



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See video 7/11 on Body cam's

GATEWAY OPERATIONS: BOOT OFFICER RESPONSIBILITIES

BOOT OFFICER RADIO COMMUNICATIONS

GONE on Arrival (GOA)

GOA Codes are only used when a Boot Enforcement Officer arrives to enforce operations and is confronted with issues prohibiting the successful boot of the vehicle. Highlighted below are the GOA codes defined by issue and transmitted to Dispatch:

- GOA: Vehicle is Gone on Arrival
- GOA – 1: Pedestrian Walked Up on BEO Before Boot Can Be Put On.
- GOA – 2: Customer Sitting In The Boot-Eligible Vehicle.
- GOA – 3: Customer/Pedestrians Standing On or Around The Boot-Eligible Vehicle.
- GOA – 4: Safety Matters / Unsafe situation or area.

GATEWAY OPERATIONS: BOOT OFFICER EQUIPMENT

LPR SYSTEM

- The Boot Vehicle is equipped with a camera that connects to the Mobile Data Terminal (MDT) unit checked out by the BEO. The camera connects to the License Plate Recognition (LPR) system, which identifies boot-eligible vehicles as the BEO's vehicle approaches.

MOBILE DATA TERMINAL (MDT)

- MDT's serve a vital role in the technical operations of Gateway Parking and are used to flow Work Orders and other information to BEO's in the field. BEO's must use an MDT to utilize the LPR camera, review daily assignments, and record/submit information about bootable vehicles during each day's shift.

Boots for Device Vehicle

- Used to immobilize a vehicle.

Handheld Device

- Used to verify vehicle and take photo images.

GATEWAY OPERATIONS: RULES FOR HANDLING SPECIAL CIRCUMSTANCES

Temporary Tags

- We will boot vehicles with Temp Tags after the Boot Officer has verified that the vehicle is eligible based on the Vin number unless called in by the PEO.

Vehicles with Flats or Immobilized

- If all tires are flat, the Boot Officer is not able to boot the vehicle
 - If there is one good tire on the vehicle, the Boot Officer will boot the good tire
 - If the vehicle is only on rims, Boot Officer is not able to boot
 - Boot Officer notifies dispatcher of all these circumstances so they can be properly noted
- Vehicles/ Motorcycles/ Trucks/ Vans with large or small wheels**
- These vehicles are currently not booted because the boots don't fit the wheels properly

GATEWAY OPERATIONS: EXCEPTIONS

Below are additional EXCEPTIONS for when we will not boot a vehicle

- ☞ Dangerous Area
- ☞ Hot List / Police Listed Vehicles
- ☞ Law Enforcement Vehicles

When the Boot Officer runs across these vehicles, they notify further direction and documentation

GATEWAY OPERATIONS: RULES FOR HOT LIST VEHICLES

The Hot List

Do Not Touch Box

- This list is generated by the Police Department and downloaded into the PEO's Handheld Device
- PEO's Notify dispatch of all pertinent information: (type, color, location, Number of doors)
- Dispatch contacts Police Dispatch and relays all information
- Dispatch properly documents all information for reports

GATEWAY OPERATIONS: BOOT AND TOW REPORTS

Dispatch Reports

- Boot Dispatch Log *ATMS*
- Tow Log * *Msg Sends*
- Police List Logs *ATMS*
- Incident Reports – are sent to Treasurer's Office as needed *ATMS*

Reports are sent to the Treasurer's office at the end of each month unless requested in advance

PVB: RULES FOR ACCEPTING CITIZEN PAYMENTS

Booted vehicle is searched in the system under the booted vehicle tab.

Plate would be searched to verify total balance.

Total balance will include plate total and \$50 boot fee (added by dispatch) and damage fee.

PVB cashier accepts payment and applies to total balance.

Accepted Payment options:

Cash

Money order

Credit Card (form filled out by citizen to authorize payment in case citizen tries to dispute with credit card company.)

PVB cashier fills out release form and citizen signs.

Payment notification to release boot:

PVB cashier contacts dispatcher via phone to inform payment had been successfully made and boot can be released.

PVB cashier faxes release form to dispatcher.

PVB cashier provides receipt and release form to citizen and explains boot removal may take up to 2hrs.



Toad yards access to ATMS (view only)

PVB: RULES FOR TOW TRANSACTIONS & BOOT RELEASE

Towed vehicle is searched in the system under tow vehicle tab.

- ✔ Plate would be searched to verify total balance.
- ✔ Total balance will include plate total and \$50 boot fee (added by dispatch) and damaged fee.
- ✔ PVB cashier accepts payment and applies to total balance.

Accepted Payment options:

- ✔ Cash
- ✔ Money order / Cashier's check
- ✔ Credit Card (form filled out by citizen to authorize payment in case citizen tries to dispute with credit card company).

Proof of Payment and Release Form

- ✔ PVB cashier fills out release form and citizen signs.
- ✔ PVB cashier makes copy of release form, provides receipt and release form to citizen, and City tow contact information.

Note: Additional charges are accessed at TOW lot.

PVB: SPECIAL FEES

Damage Boot Fee

- The immobilization device is the property of the City of St. Louis. Removal or damage to the boot and the unauthorized towing of the booted vehicle is a violation of City Code ordinance number 64668 and is punishable by a \$500 fine and/or 90-day imprisonment.
- If boot fee is applied, \$500 fee will be included in the total balance for the Boot/Towed vehicle. PVB cashier will provide citizen with the total balance (Plate balance, boot fee, & damaged boot fee.) Release form will not be provided to citizen without payment for damaged boot fee. This fee is not disputable with emergency hearing.

Other Fees

- Boot Fee: \$50
- Damaged Boot Fee: \$500
- City Tow

PVB: RULES FOR EMERGENCY HEARINGS

*Call can be
Towed, RT
will get into
parking area*

Emergency hearings are offered if a citizen wish to dispute the parking tickets/ticket penalties.

PVB confirms citizen disputing is the registered owner. If there is no registry information in the system, citizens would need to submit registration or title to show proof of ownership.

Copies are made of all documentation. PVB cashier schedules the citizen on hearing docket, explains emergency hearing times, provides scheduled hearing letter 114.

Cashier provides the Hearing officer with all documentation submitted for hearing.

After Emergency hearing, citizen comes to the cashiers' window with hearing decision. Payment is processed.

Cashier follows Booted or Towed process depending on Vehicles status in system.

PVB: QUESTION & ANSWER

- How will PVB staff be able to tell **Boot** and **Tow** vehicles apart in AIMS? *Asking*
- Will we have 2 different screens to represent when vehicles status changes from booted to towed? *YBD*
- Once payment is applied to balance will the vehicle status change? Ex (Booted Vehicle-Boot release pending)
- Once the vehicle is released from Boot will the status change in the system to reflect boot has been released? Once vehicle is picked up at City Tow by citizen will Vehicle status change in AIMS? *YBD*
- When a vehicle was Towed, and citizen failed to recover from City tow, vehicle would be auctioned off by City tow and the status in our system would change to Auctioned. Will this status also be used in AIMS?
- Will the auction payment be used for the open parking tickets under the vehicle? Or will City tow keep payment towards their fees.
- Will PTAP be an option after vehicle is booted/towed?



— Ask City Tow if they notify citizen if vehicle's being Auctioned

CITY TOW: QUESTIONS AND ANSWERS

- How will immobilized vehicles be prioritized for pick up?
- How late will a vehicle be picked up?
- Will dispatch need to identify a vehicle for towing be required(car or SUV / 4X4)?
- Where will boots be stored for pick up at tow lot?
- How will Hudson be reimbursed for damaged boot caused by tow lot driver?
- Will they still want to know if booted vehicle is a Priority Tow”, (High dollar amount owed, citizen (s) stating they will take the boot off etc.). In the past, dispatch would call stating; “I have a “Priority tow” for a Red Ford Truck @ 1234 Street. What is your ETA”
- Who are the supervisors in charged?
- Who is responsible for training tow lot officers how to process transactions thru AIMS?

Note: Additional charges are accessed at TOW lot.

SYSTEMS TECHNOLOGY AND START UP: QUESTION & ANSWER

- Who from the Treasurer's Office will review, edit and approve procedures and documents? Based on the tight timeline, swift feedback will be required.
- Who will perform the cashiering services for the program? *Ask City Tows*
- What access rights will Hudson have to the AIMS system?
- When can we see the AIMS Boot/Tow Module?
- What are the hours and days of booting?
- What \$ amount constitutes a heavy hitter and requires immediate tow?
- Can stolen and damaged boot fees be recovered by Hudson? From the citizen or reimbursement through invoicing?
- Does AIMS interface with Elsag? *LPR system*
- What will be the hours of the Security officer?

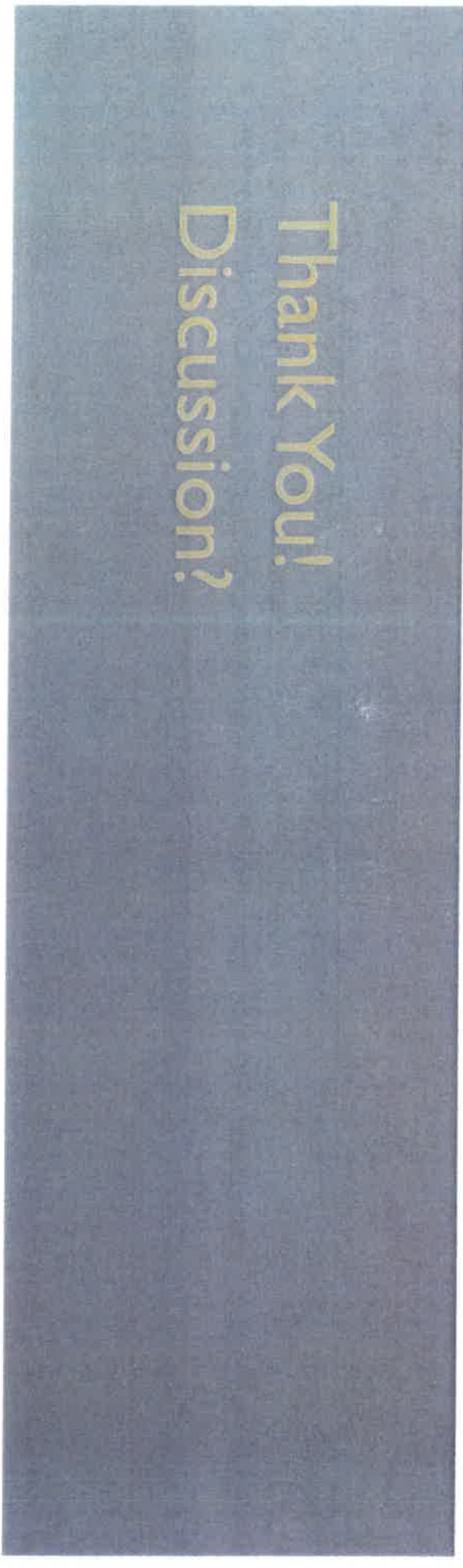


City of St. Louis Gateway Parking

Hudson and Associates, LLC

BOOT ENFORCEMENT, TOWING & COMPLIANCE

Thank You!
Discussion?





SECTION 1:
BOOT ENFORCEMENT

1.0 BOOT ENFORCEMENT

The Boot Enforcement Program is responsible for the application and removal of booting devices on vehicles that have multiple unresolved citations in violation of St. Louis City Ordinance 64668.

1.1 BOOT ENFORCEMENT OVERVIEW

1.1.1 DEPARTMENTAL DESCRIPTION

The City of St. Louis employs three levels of enforcement of parking regulations: issuing parking citations to vehicles that violate regulations; applying the boot to vehicles that accumulate unpaid citations; and, in certain cases, towing and impounding vehicles until outstanding fines and fees are paid.

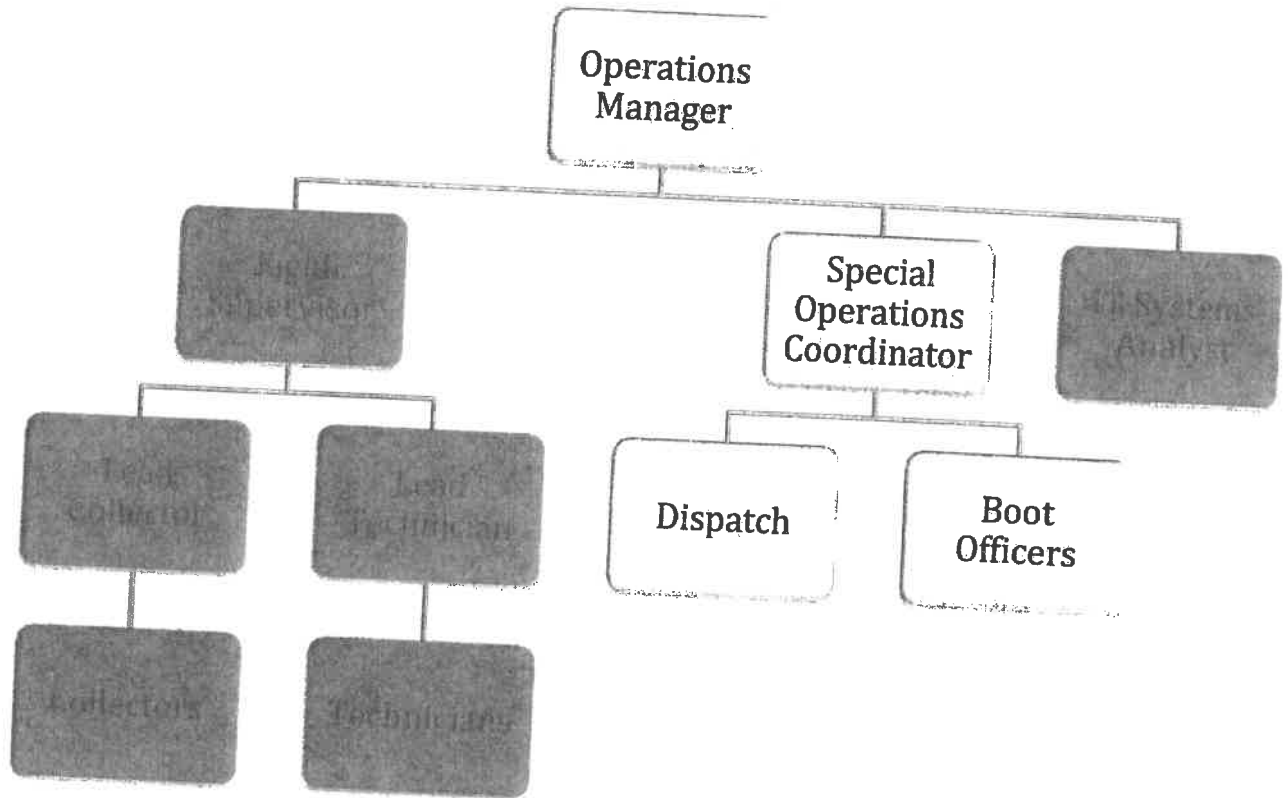
The Boot Enforcement Officer serves a primary role in this endeavor and is responsible for the installation and removal of immobilization boots on vehicles that have been identified as belonging to a parking scofflaw. A parking scofflaw is any violator who accumulates at least four (4) outstanding parking citations (*citations that remain unpaid at least 16 days after the citation issuance date*).

The Parking Division's Boot Enforcement crews are required to immobilize (apply a booting device to) any vehicle that is on the current Parking Scofflaw File. Once a vehicle has been immobilized, it is subject to immediate tow. The City uses City-owned and contracted tow trucks for towing.

The St. Louis Metropolitan Police are authorized to initiate the tow of any vehicle on the current Parking Scofflaw list by contacting the Parking Violations Bureau, which are then included in assignments distributed to the Parking Division.

1.1.2 MANAGEMENT

The following chart illustrates the chain of command for Gateway Operations. Boot Enforcement Officers report to the Special Operations Coordinator and the Operations Manager. The Special Operations Coordinator and Dispatch support the Boot Enforcement Officers in their field operations and daily procedures. All field staff serve as an additional set of eyes and ears for the City and Homeland Security.



Supervision and administrative management for the Boot Enforcement team is performed by the Operations Manager and Special Operations Coordinator. They are responsible for:

- reviewing and confirming all boot eligible vehicles,
- gathering reports from Boot Enforcement Officers as needed,
- escalating any issues that cannot be resolved through general procedures.

1.1.3 HOURS OF OPERATION

Boot Enforcement Operations are operated and managed from the Gateway Parking office. The hours of operation are Monday through Friday, 7:00 A.M. until 6:00 P.M. The operation is set up for three crews to patrol the City of St. Louis, Missouri.

Boot Enforcement Operations are divided into 3 shifts:

- Shift 1: 7:00 A.M. until 4:00 P.M.
- Shift 2: 8:00 A.M. until 5:00 P.M.
- Shift 3: 9:00 A.M. until 6:00 P.M.

These times remain consistent unless otherwise directed by Gateway Parking management or the City of St. Louis Treasurer's Office.

1.2 BOOT ENFORCEMENT OFFICER (BEO) RESPONSIBILITIES

1.2.1 TRAINING

Individuals hired as Boot Enforcement Officers will receive 90 days of training to perform Boot Enforcement duties as outlined in this Standard Operating Procedure, as well as, on-the-job training under the supervision of an experienced Boot Enforcement Officer. Upon successful completion and evaluation of performance during the 90-day provisional training period, Boot Enforcement Officers will be assigned independent areas.

All Boot Enforcement vehicles are equipped with GPS tracking equipment, which identifies the location of all vehicles with Dispatch for the safety and security of all Boot Enforcement personnel.

Boot Enforcement Officers MUST:

- Follow Radio Protocol when communicating by radio to Dispatch and/or other Parking Enforcement personnel
- Notify the Dispatcher by radio when installing or removing a boot on scofflaw vehicles
- Complete reports for booted vehicles and stolen boots
- Interact with citizens, Dispatchers, and clients in a professional manner
- Report any observed or potential work hazards immediately
- Promote and maintain a positive work environment.

1.2.1.1 COMMUNICATION AND RADIO PROTOCOL

Because Boot Enforcement personnel are often in an area where the general public can hear verbal communications, it is necessary that all radio communications are clear, concise, and professional at all times. All Boot Enforcement personnel must know and have a clear understanding of the **10 Codes** and **Phonetic Alphabet Codes**. These codes allow the successful transmission of all activities in the field to the Dispatcher.

BEOs are also required to contact the Dispatcher with 10-7 for lunch/breaks with location, and 10-8 when returning from lunch/breaks with their location.

For safety and security purposes, Boot Enforcement team members are expected to follow established **10 Codes**, rules, and guidelines. Below are the **10 Codes** Boot Enforcement Team Members must use when contacting Dispatch:

| 10 Code | MESSAGE |
|---------|----------------------------|
| 10-4 | Acknowledgment |
| 10-5 | Relay Message/ Information |
| 10-6 | Personal Relief |
| 10-7 | Out of Service |
| 10-8 | In Service |
| 10-10 | Change Location |
| 10-19 | Return to Office |
| 10-20 | What is your location? |
| 10-21 | Stand by for a phone call |
| 10-33 | EMERGENCY |
| 10-36 | What is the time |
| 10-40 | Talk/Meet in Person |

Boot Enforcement Officers MUST use the proper radio codes to communicate these details:

1. Time scofflaw vehicle is identified
2. Location of scofflaw vehicle
3. License plate number, with confirmation if an "O" (letter) or "0" (number) is part of plate number
4. Boot eligibility, per License Plate Recognition (LPR - software) and eTims (software) information found on Mobile Data Terminal Laptop (MDT).
5. Fee verification, for inclusion on documentation.
6. Any issues if confronted by a scofflaw violator while performing boot enforcement in the field.

Once the Dispatcher verifies all information presented, the Boot Enforcement Officer will perform enforcement operations as outlined.

Gone On Arrival (GOA) Codes

Gone on Arrival (GOA) codes are only used when a Boot Enforcement Officer arrives to enforce operations and is confronted with issues prohibiting the successful boot of the vehicle. Highlighted below are the GOA codes defined by issue and transmitted to Dispatch:

- o GOA: (Vehicle is actually Gone on Arrival)
- o GOA – 1: (Pedestrian Walked Up on BEO Before Boot Can Be Put On)
- o GOA – 2: (Customer Sitting In The Boot-Eligible Vehicle)
- o GOA – 3: (Customer/Pedestrians Standing On or Around The Boot-Eligible Vehicle)
- o GOA – 4: (Safety Matters / Unsafe situation or area)

All Team Members must also know the **PHONETIC ALPHABET CODES**. These are to be used when transmitting license plate data, VINs (vehicle identification numbers), the spelling of a street, and other information as needed to ensure there is clear understanding of all radio communications between the Boot Enforcement Team and Dispatchers. The **Phonetic Alphabet Codes** are as follows:

| | |
|------------|------------|
| A. ADAM | N. NORA |
| B. BAKER | O. OCEAN |
| C. CHARLES | P. PETER |
| D. DAVID | Q. QUEEN |
| E. EDWARD | R. ROBERT |
| F. FRANK | S. SAM |
| G. GEORGE | T. THOMAS |
| H. HENRY | U. UNION |
| I. IDA | V. VICTOR |
| J. JOHN | W. WILLIAM |
| K. KING | X. X-RAY |
| L. LINCOLN | Y. YOUNG |
| M. MARY | Z. ZEBRA |

1.2.2 CODE OF CONDUCT FOR BOOT ENFORCEMENT OFFICERS

1.2.2.1 GOING HOME OR ENTERING PRIVATE HOMES

It is strictly prohibited to go home or enter private homes while on duty in a company vehicle.

1.2.2.2 UNAUTHORIZED STOPS

Under **NO** circumstances are employees authorized to make any non-duty related stops while in company vehicles unless, it is a scheduled break, or authorized by Management. This does not include stops for personal relief breaks. Failure to comply will result in disciplinary action.

1.2.2.3 ACCEPTING MONEY OR FAVORS FROM THE PUBLIC

Under **NO** circumstances are employees to accept money or favors from citizens for any reason. If confronted, the incident **MUST** be reported to the supervisor immediately. Failure to comply will result in disciplinary action up to and including termination and legal action.

1.2.2.4 PERSONAL CONDUCT

Boot Enforcement Officers represent the City of St. Louis and will conduct themselves as such at all times. Driver safety, professionalism, and customer service are priority, therefore, all BEO's will follow all safety procedures, refrain from using vulgar or inappropriate language, and exhibit professional conduct throughout each interaction with citizens.

1.2.3 DAILY PREPARATION FOR BOOT ENFORCEMENT OFFICERS

CLOCK-IN

- Upon arrival, all Team Members must clock-in using the fingerprint clock-in procedures and check with Dispatch for any outstanding boot eligible vehicles or communication updates.

INSPECT AND SIGN OUT VEHICLE AND EQUIPMENT

- Retrieve and sign out Boot Enforcement Vehicle keys. Dispatch or Special Operations Coordinator must witness and sign off on the keys issued to each BEO. <Boot Appendix B>
- Retrieve and sign out all boot keys. At the time the keys are signed out, Dispatch or Special Operations Coordinator must witness and sign off on the keys issued to each BEO. <Boot Appendix B>
- Retrieve and sign out a hand-held communications radio. <Boot Appendix B>
- Retrieve and sign out a digital camera for photographing plates during the booting process (for supporting documentation, as needed). <Boot Appendix B>
- Retrieve and sign-out a Mobile Data Terminal (MDT)/computer and camera to use for photographing, uploading, reviewing, and verifying boot profiles while in the field. (See section 4.1 for details regarding daily file retrieval.) <Boot Appendix B>
- BEO must inspect the vehicle assigned to them before leaving Gateway Parking premises, ensure that vehicle is fueled, has all equipment needed, and is in safe operating condition, per the *Driver's Daily Mileage and Safety Ticket* form. <Boot Appendix C>
- BEO must count/inventory and inspect boots to make sure they are in a safe operating condition.

AREA AND INVENTORY REVIEW

- The Boot Enforcement Officer will radio Dispatch their 10-8 (In Service), then begin patrolling area(s) assigned.
- Normal operating procedures sometimes call for City Tow to remove a boot from a citizen's vehicle, which they then store at their facility. After departing Gateway Parking, the Boot Enforcement Officer can retrieve extra boots if needed to successfully complete their shift from City Tow, upon communication to Dispatch.

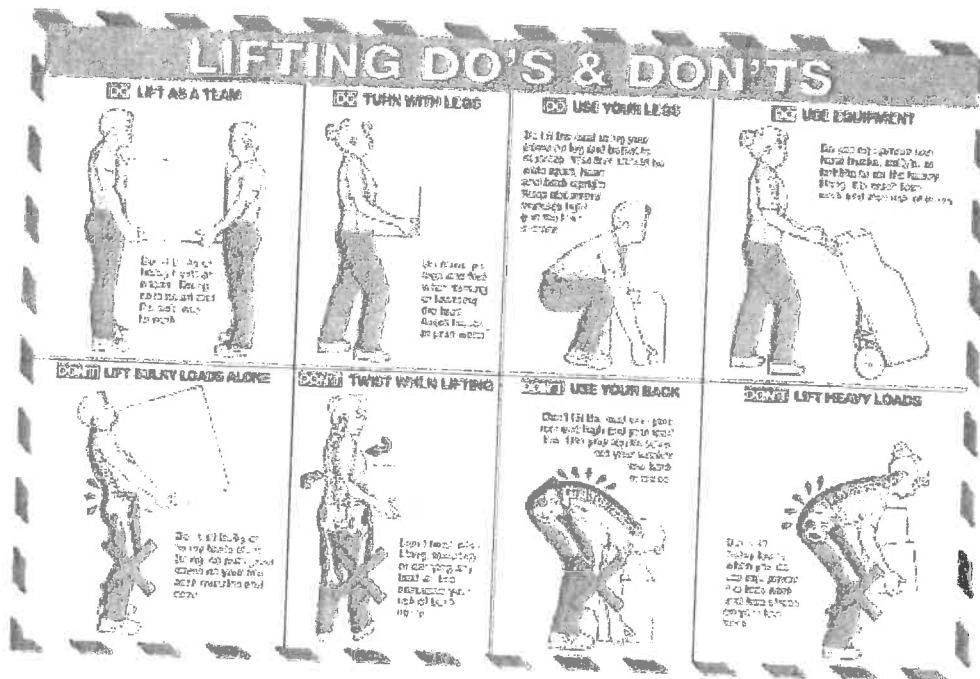
1.2.3.1 PROPER USE OF EQUIPMENT

Unauthorized possession of company property, vehicles, equipment, boot keys, and/or funds is prohibited. Boot keys, equipment and alarm systems are to be used solely in compliance with established standard operating procedures. Failure to comply with operational procedures or to report damage, tampered, loss, or failed equipment or property will result in immediate disciplinary action.

1.2.3.2 PHYSICAL LIFTING AND BENDING

The Boot Enforcement Officer **MUST** use safe bending and lifting techniques at **ALL** times to avoid injuries. **The following techniques are required for all Boot Enforcement Officers:**

- To secure your footing, keep your feet parted.
- Bend at the knees, keeping your spine erect.
- Grasp the object with the whole hand and maintain a good grip.
- Tuck in your elbows and arms, and hold the load close to your body.
- Tuck your chin in to keep spine straight and firm.
- Keep body weight balanced directly over your feet.
- Lift by slowly straightening your legs and do not twist your body during the lift.



1.2.3.3 UNIFORM AND PERSONAL PROTECTIVE EQUIPMENT

Uniforms and Personal Protective Equipment are required for the safety and security of Parking Division personnel. Boot Enforcement Officers must wear the designated uniform, including:

- Gateway Parking-issued shirt/s
- Gateway Parking-issued lifting belt
- Long pants / Shorts (Summer)
- Steel-toed shoes or boots required for heavy truck
- Plain Caps (NO Logos)
- Plain Shirts (NO Logos)
- Comfortable, closed-toe shoes
- No jewelry other than wedding ring allowed

1.2.4 END OF SHIFT PROCEDURES

At the end of the shift, the Boot Enforcement Officer will radio 10-7 (Return to Facility), indicating completion of enforcement assignments.

When arriving at the operations facility, the following procedures will be performed:

- **Unloading:** Park vehicle in assigned space, and remove radio and MDT from the vehicle. The Boot Enforcement Officer must thoroughly inspect the vehicle to ensure that the vehicle is in good working condition, the interior of the vehicle is clean and no paperwork from the day's shift remains.
- **Equipment Return:** Return computers, cameras and radios to staging area as required. In addition, all unused boots, and keys will be returned to proper staging area and witnessed by supervisor or Dispatcher on-duty.
- **Boot Key Control:** All boot/vehicle keys will be signed-in and signed off by Supervisor on duty or Dispatch Manager. The Supervisor or Dispatch Manager will secure all keys in safe or lock box until the following day. <Boot Appendix B>

- **Reporting:** Submit all daily activity paperwork to Supervisor or Dispatch Manager - Boot Recovery Forms <Boot Appendix A>, Daily Vehicle Mileage and Safety Ticket <Boot Appendix C>, Stolen Boot Report <Boot Appendix D>, Incident Report <Boot Appendix E>. All forms will be placed in the appropriate box at the Gateway Parking office.

Dispatch will notify the 3rd shift BEO of area/s of booted vehicles for possible removal before the end of their shift.

Upon completion of scheduled shift, all BEO's must complete fingerprint clock-out procedures.

1.3 TOOLS AND EQUIPMENT

1.3.1 BOOT EQUIPMENT KEY CONTROL

- All keys must be signed out daily for all boot equipment.
- The Boot Enforcement Officer must maintain key control of boot equipment at all times.
- An incident report must be submitted when a boot key is broken, stolen, lost or misplaced, and inform supervisor immediately.
- All boot keys must be secured and out of public view when in service.
- All boot keys must be returned and signed off by a Supervisor or Dispatch on-duty at the end of each shift.

1.3.2 BOOTS

BEO must review daily assignments to determine appropriate number of boots to load into vehicle. If additional boots are needed while in service, BEO must contact Dispatch/Supervisor with a 10-10 (change of location) when retrieving extra boots.

1.3.3 VEHICLES

1.3.3.1 SECURING THE BOOT VEHICLE

- Vehicle keys must be with the Boot Enforcement Officer at all times.
- Boot vehicles must be parked in a safe and legal manner that does not obstruct traffic
- The boot vehicle **MUST** be secured (locked) with alarm activated anytime it is unoccupied and parked on the street.
- Additional Boot keys must be secured in the passenger compartment (or security box) when the BEO exits the vehicle.

1.3.3.2 PROPER USE OF BOOT VEHICLES

- Booting vehicles are to be used solely for boot operations.
- Employees who drive vehicles must possess a valid Class E driver's license from a local jurisdiction. The employee must immediately report any license suspension or revocation to his or her immediate Supervisor.
- When operating a Boot Enforcement vehicle, employees will obey all traffic regulations, and **MUST** be in compliance with seat belt laws. Seat belts must be worn at all times when the Boot Vehicle is in motion.
- The Boot Enforcement Officer must ensure that the vehicle is undamaged, has sufficient fuel, and that tires and fluids are checked daily. Details must be recorded on the *Driver's Daily Mileage and Safety Ticket* form at the start and end of each day. <Boot Appendix C>
- The Boot Enforcement Officer will follow vehicles at a safe distance, keeping in mind the weight of the load being carried and that a loaded vehicle takes longer to stop than an empty

vehicle. *Maintaining a safe following distance allows the operator time to react to all road conditions and is a crucial measure in the avoidance of accidents and injuries.*

- At **NO** time is the Boot Enforcement Officer allowed to:
 - drive outside of assigned areas.
 - park a Boot Vehicle in an area or location that is not safe.
 - drive on a privately-owned lot or driveway while on duty.
 - use the Boot Vehicle for personal errands, whether on duty or off.
 - Boot any vehicle without prior authorization and boot-eligibility confirmation.
- Under **NO** circumstances shall an unauthorized person be permitted in the boot vehicle.

1.3.3.3 BOOT VEHICLE DEFECTS OR MALFUNCTIONS

- The Boot Enforcement Officer must report all vehicle defects/malfunctions to their immediate Supervisor and include all information on the *Driver's Daily Mileage and Safety Ticket* form. <Boot Appendix C>
- If a vehicle malfunction occurs during a shift, the BEO must:
 - Find a safe location to park,
 - Contact Dispatcher immediately to request roadside assistance with the location and nature of the malfunction, and await instructions.
 - If necessary, the Supervisor will provide instructions to obtain a backup vehicle to continue Boot Enforcement operations.
- When a vehicle is disabled, parking brakes must be applied, and wheels turned into the curb. Reflective triangles/cones must be set behind the vehicle and emergency flashers turned on.
- *Never leave vehicle unattended unless it is locked and alarms are activated.*
- Contact Dispatch or Supervisor immediately with location.

1.4 BOOT ENFORCEMENT DIRECTIVES

1.4.1 MDT AND LPR USAGE

- The BEO must acquire the Boot "hot list" files (daily boot file created by Xerox) through the flash drive and upload it to their MDT, for the LPR (License Plate Recognition) to capture while patrolling the assigned area(s).
- Once the MDT is connected in the Boot Vehicle with daily files uploaded, the LPR will engage to assist in locating boot-eligible vehicles parked in BEO's assigned areas.
- Dispatch may contact BEOs during a shift with additional Boot Enforcement Directives that are not yet listed in the uploaded Hot List (*for example, a police department referral*). Only vehicles which are on the Hot List or have been specifically directed through Dispatch may be booted or have a boot removed.

1.4.2 MOBILE DATA TERMINAL (MDT) OPERATIONS

MDT's serve a vital role in the technical operations of Gateway Parking, and are used to flow Work Orders and other information to BEO's in the field. BEO's must use an MDT to utilize the LPR camera, review daily assignments, and record/submit information about bootable vehicles during each day's shift. Listed below are the MDT usage instructions:

1. Turn on the MDT.
2. Click User Name 'StlBoot' and use password "stlboot".
3. Three (3) programs should automatically start: ELSAG (Camera System), Scofflaw (License plate system), and the AT&T air card connection.
4. In ELSAG, click the left button to open the camera side of the program.
5. In Scofflaw, enter the user number (e.g. 0604 for Mike G).
6. Insert the USB drive with the new boot list for the day.
7. Copy and paste the file into the Hotlist folder on the desktop.
8. Start driving and looking for boot eligible vehicles.
9. When a boot eligible vehicle is detected, ELSAG will give an alert sound and show a picture of the vehicle.
10. Type the license plate into the Scofflaw program.
11. If eTIMS says this vehicle is boot eligible, it will appear in the queue tab.
12. Click the queue tab and click the license plate to update its boot file.
13. Enter the boot number, select the reason it was booted, and enter the color, the make, and the location.
14. Click update. (eTIMs will now have been updated to show the actions performed on the vehicle.)

1.5 BOOT ENFORCEMENT PROCEDURES

When proper procedures are applied, boot application should take no longer than 10 minutes from start to finish.

1.5.1 ASSIGNED AREAS, CHECKING IN WITH DISPATCH

Each Boot Enforcement Officer is assigned a particular area of enforcement, (e.g. North, Central West End, South, and Downtown). They are assigned to these areas for one month at a time.

The Boot Enforcement Officer will radio Dispatch when arriving to assigned area **10-10** (Location Information).

1.5.2 LPR SYSTEM AND PRE-BOOTING PROCEDURES

- The Boot Vehicle is equipped with a camera that connects to the Mobile Data Terminal (MDT) unit checked out by the BEO. The camera connects to the License Plate Recognition (LPR) system, which identifies boot-eligible vehicles as the BEO's vehicle approaches.
- Upon arrival at a boot-eligible vehicle, the Boot Enforcement Officer will radio a **10-10** (Change of location) code, to relay scofflaw vehicle or boot removal information to Dispatch and confirm status.
- The BEO will radio to dispatch a **10-5** (Relay of information) code of information on vehicle(s).
- When contacting Dispatch, the Boot Enforcement Officer will use the phonetic alphabet for clarity and to verify the license plate before securing a boot. License plates containing the letter "O" or the number "0" (zero) must be confirmed by dispatch before applying a boot.
- The Boot Enforcement Officer **MUST** photograph each boot-eligible vehicle before applying the boot, to document any existing damage to the vehicle.

BEO will attempt to capture six (6) photos. They are as follows:

- Four (4) pictures of vehicle prior to applying Boot
 - All four (4) sides of the vehicle
 - Including front and rear license plates
- One (1) picture of the Boot Release Sticker applied on vehicle
- One (1) picture of Boot applied on vehicle

NOTE: Additional pictures **MUST** be taken if BEO notices ANY existing damage to the vehicle where the boot is being applied.

- A *Boot Recovery Form* <Boot Appendix A> should be completed before exiting the vehicle. A copy will be left on the booted vehicle, providing the owner of the vehicle the information needed to contact the Parking Violations Bureau and City Tow.

1.5.3 APPLYING A BOOT

1.5.3.1 PLACEMENT/PARKING OF BOOT ENFORCEMENT VEHICLE

When a boot-eligible vehicle has been identified by LPR, the Boot Enforcement Vehicle should be parked to limit movement of the vehicle to remove it from its parking space while the boot is applied.

1.5.3.2 BOOT APPLICATION PROCEDURE

- Acquire a boot from the inventory held in the Boot Enforcement Vehicle, then lock the Vehicle and set the alarm, before applying boot.
- Unlock boot padlock, and apply boot to vehicle, ensuring that the lug nuts on the wheel are completely covered.
- Re-lock the boot padlock and immediately secure the key.

1.5.3.3 BOOT RECOVERY FORM

- Once a boot has been secured to the vehicle, the Boot Enforcement Officer will complete the Boot Recovery Form <Boot Appendix A>, and place one copy on the driver's side window of the vehicle. The other copy will be retained and submitted at the end of the shift.
- The BEO then calls dispatch with a 10-5 (Relay of information) with status of vehicle and boot number.
- Boot Enforcement Officer then re-enters the vehicle and continues patrolling the assigned area/s.

1.5.3.4 ZONE COMPLETION, MOVE TO NEXT ZONE

- When the Boot Enforcement Officer has completed the assignments for an area, they are to use the radio to contact Dispatch using the code 10-10 (Change of Location). This notifies Dispatch that the vehicle is leaving the location, advising of the new area.
- Upon arrival at the next area, the communication to Dispatch is repeated using the 10-codes as outlined.

1.5.4 BOOT REMOVAL

Dispatch or a Supervisor will contact the BEO when a boot is authorized for removal.

1.5.4.1 UNAUTHORIZED RELEASE OF BOOT

- Under **NO** circumstances is a boot to be removed unless authorized by the Client, a Supervisor, Dispatch with approval from the client, or with a written document providing proof through the **Parking Violations Bureau (PVB) / Treasurer's Office**.

1.6 SAFETY AND SECURITY

1.6.1 PUBLIC INTERACTION

ALL employees are expected to interact in a helpful, courteous and professional manner with clients and the general public. Any unprofessional interactions will result in disciplinary action.

Boot Enforcement Officers must not engage in the unauthorized release of official documents or ANY information concerning revenue operations and/or boot revenue to any unauthorized persons or members of the public.

1.6.2 HOSTILE CITIZEN

REMEMBER: *Safety and security are your first priority.*

- When confronted by a hostile citizen, the Boot Enforcement Officer must radio code a **10-33 (EMERGENCY)** for police assistance immediately. BEO MUST provide Dispatch with as much detail as possible.
- **DO NOT** engage in verbal or physical altercation with the citizen.
- The BEO must move to a safe location until the police arrive. If the situation escalates to a dangerous condition, the BEO is to leave the scene and provide all details to Dispatch and any law enforcement.
- Keep Dispatch informed of progress - time arrived at site, when police arrive, whether situation escalates, and when leaving site to continue area assignments.
- Record vehicle information, location, description of person/s, and area condition.
- Complete an *Incident Report* <Boot Appendix E> to turn in with daily reporting at the end of shift.

1.6.3 THREATENED BY ARMED ROBBER

If you are accosted by someone with a lethal weapon:

- **DO NOT** protest, struggle, fight or challenge the robber.
- **DO NOT** make any sudden or unexpected moves.
- **DO NOT** try to intimidate the robber or look the robber straight in the eye.
- **TURN OVER** what the robber demands.
- **WITHOUT BEING OBVIOUS**, remember and report important identifying features, i.e., type and color of clothing, hair, and eye color, height, build, skin color, etc.
- **NOTE** the direction the robbers left, type of vehicle, any others involved, and the time the robbers left.
- **SUMMON** help after the robber leaves and is no longer an immediate threat. Notify Dispatch (**10-33/EMERGENCY**) and request a Supervisor to the scene immediately.

1.7 SPECIAL REPORTS: INCIDENT/ACCIDENT

1.7.1 DRIVE OFF WITH BOOT INSTALLED OR STOLEN BOOT

Always REMEMBER safety and security is your first priority.

If a citizen drives away from the site of boot installment with the boot attached to the vehicle, BOE will contact Dispatch and police MUST be notified and given ALL information, with location.

- If the Boot Enforcement Officer witnesses the theft, **DO NOT** engage in verbal or physical altercation with the citizen. Wait for police to assist in defusing the situation.
- The BEO must notify Dispatch and Supervisor immediately. Dispatch will contact the police to arrive at the incident's location.
- If the Boot Enforcement Officer arrives after the boot has been stolen, and the vehicle and owner are not present, the BEO is to park, secure their Vehicle and look in nearby areas to see if the boot has been discarded. If found, the boot should be inspected and turned in at the end of shift, for any necessary repairs to be made. Inform Dispatch of findings.
- Allow law enforcement to assist in completing the assignment or recovering boot if conditions are not safe.
- Write down vehicle information, location, description of person(s), area condition, and boot number stolen for completing Incident Report.
- Use discretion. When in doubt, contact a Supervisor through Dispatch to ask for assistance.
- Keep Dispatch informed of progress - when arriving at site, when police arrive, whether boot is recovered, and when leaving site to continue area assignments.
- Complete an Incident Report <Boot Appendix E> to turn in with daily reporting at the end of shift. If police have filed a report, include a copy with the Incident Report.

1.7.2 ACCIDENTS AND INJURIES TO PERSONS, VEHICLES, OR EQUIPMENT

All accidents resulting in ANY injury or damage to vehicles or equipment must be reported immediately by contacting Dispatch. Dispatch will contact police for additional assistance. Failure to report an accident will result in immediate disciplinary action.

- If the Boot Enforcement Officer is involved in an accident with a citizen and/or their vehicle, **DO NOT** engage in verbal or physical altercation, or admit fault with the citizen; wait for police to assist in defusing the situation.
- The Boot Enforcement Officer must notify Dispatch and Supervisor immediately. Dispatch will contact the police to arrive at the incident's location.
- Keep Dispatch informed of progress - when accident occurred, when police arrive, whether Boot Vehicle is operable, and when leaving site to continue area assignments, if applicable.
- Record vehicle information, location, description of person(s), area condition, and boot number stolen for reporting purposes.