REMOTE IMAGE REVIEW FOR DIGITAL ON-STREET ENFORCEMENT

EPA Awards 2017 Category On-Street Parking Projects

egis
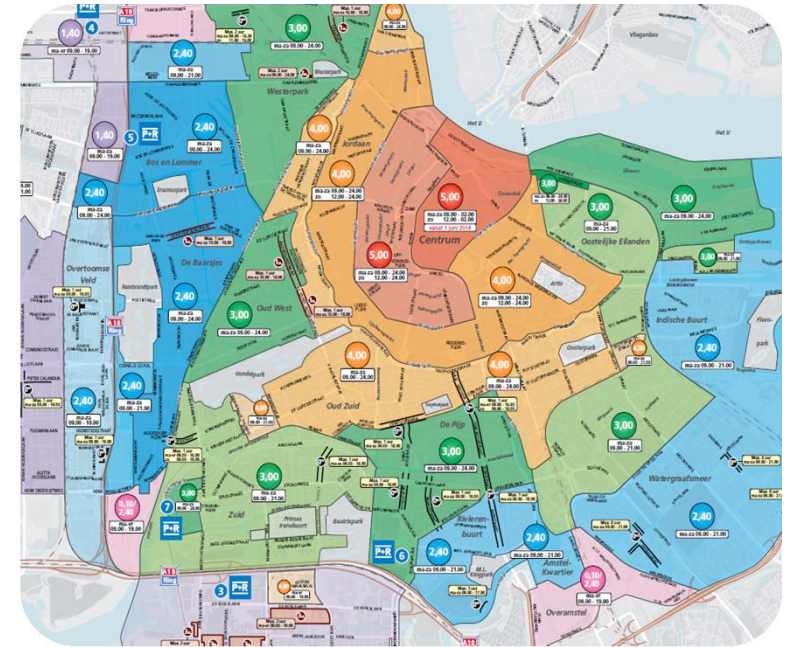
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egis

AMSTERDAM CONTEXT

On-street regulated parking of **150,000** places and **€180m** annual revenue

Operator is Egis Parking Services since January 2016

Enforcement is license plate based and performed by **ANPR** equipped cars that drive around the city

- *Scanned plates are sent to the back office to check the existence of legitimate parking rights.*

- *If there is no valid payment or right, a process starts to legally confirm a parking fine.*

This process generates **3 million** scans per month and **500,000** fines imposed per year

AMSTERDAM CONTEXT

In the past, all possible fines identified at the back office had to be checked at the car location by parking attendants on scooter

This implied an average of 3 follow-up scooters per scanning car so 30 devices running on the streets

This method relied on judgment of the scooter agent at the time of the check in order to impose fines.

In 30% of the cases, the potential offender had already left when the scooter arrived at the area (lost cars).

REMOTE IMAGE REVIEW

Remote **Image Review** allows visual inspection of vehicle images produced by the scanning device

It is done in real-time and remotely in the IRW center

- *confirm correctness of license plate and status of the car environment.*

Egis Parking Services can handle 80% of the cases directly without the need of a site visit. Only 20% of fines still require a follow-up
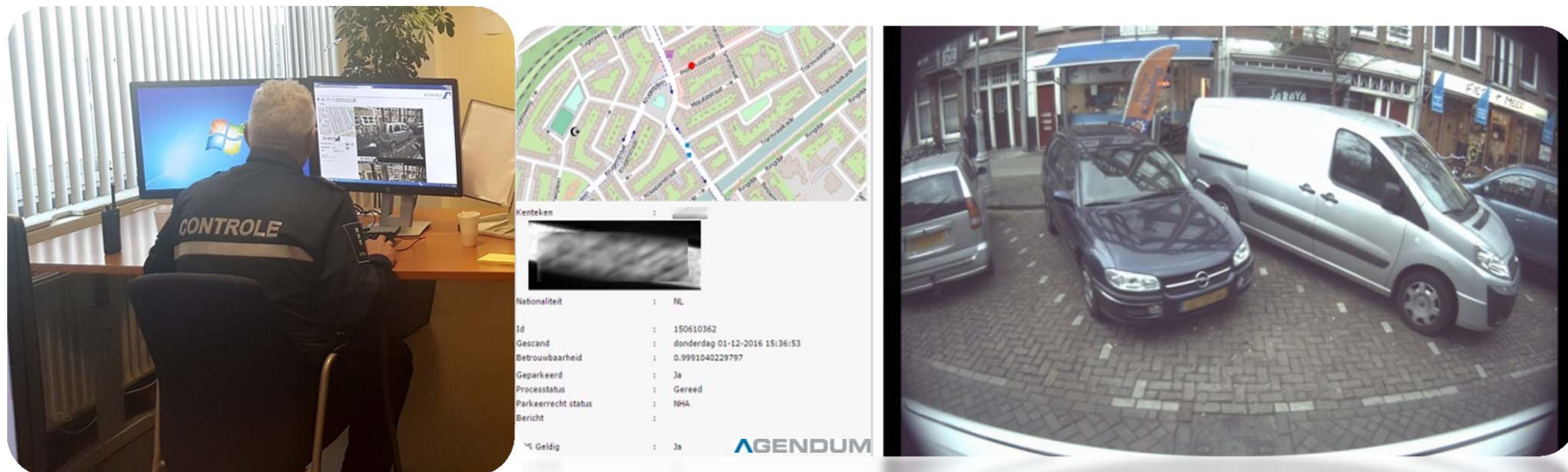
HOW IT WORKS IN PRACTICE

Based on a review of the image and situation map, agents determine for each potential offender whether to confirm the fine, reject as exception or perform on-site verification of the potential fine case.

- *Signal an exception: The agent can identify remotely a car parked in an illegal spot such as a cycling path, by looking at several pictures of the situation*

HOW IT WORKS IN PRACTICE

- *On-site verification : The agent can estimate that a site visit is needed to assure total comprehension of the situation.*

These cases include people inside the car or loading and unloading situations:
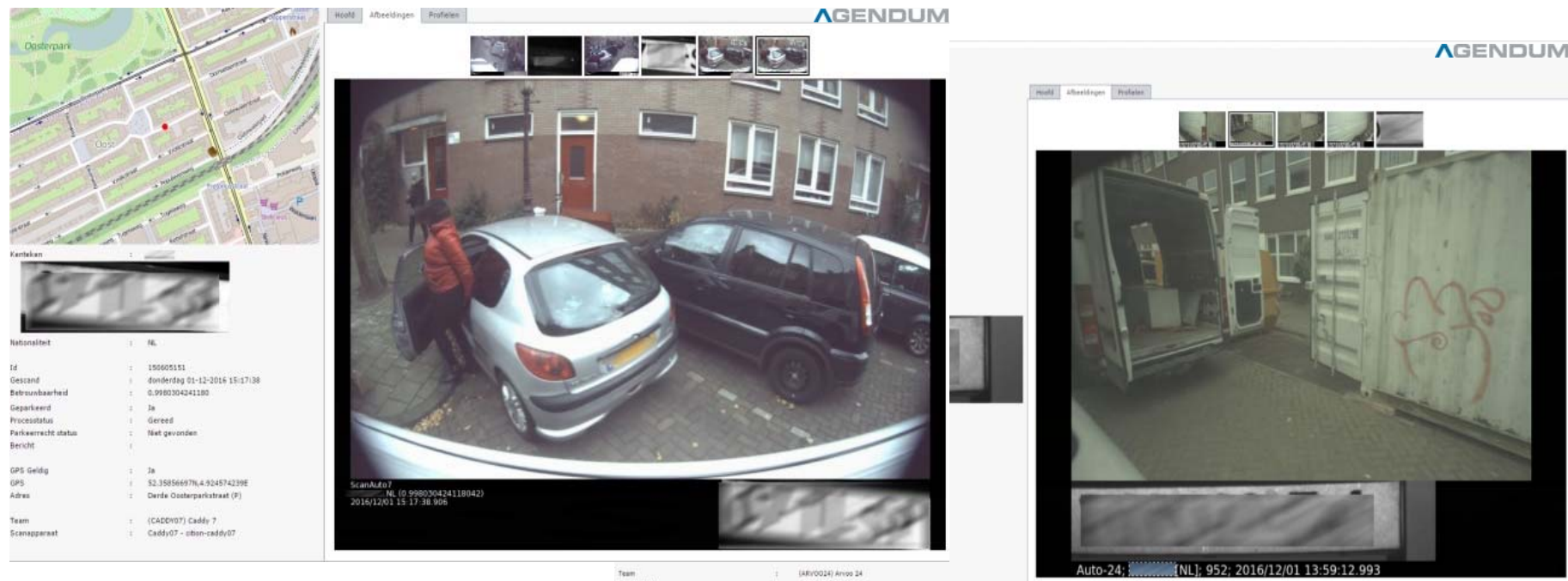
BENEFITS FOR THE OPERATOR AND THE MUNICIPALITY

Reduction of follow-up scooters: the practice reduces considerably the operation costs as well as the km driven in the city

Measurement of agent performance: the operator can now monitor each enforcement agent on the execution of fines. Training and knowledge transfer is also easier in the enforcement center.

Increase of Transparency in the enforcement process: the practice allows for many eyes to look at one street case. The offense can be analyzed by different people in the enforcement chain and stored for future policy compliance.

BENEFITS FOR THE OPERATOR AND THE MUNICIPALITY

Strong support for complaint management: Customer service representative benefits from visual information available to treat all the objections from parking costumers

Increase of safety and schedules for the enforcement team: as more work can be done remotely and deferred in time there is no need to match regulated parking hours

Global fines enforcement efficiency: Big reduction of the cars gone at arrival so missed fines are now retrieved

Policy and decision-making; The municipality has detailed street information available that can be previously classified and quantified as city parking cases to facilitate decision making

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