



City of Long Beach
Working Together to Serve

Memorandum

Date: October 23, 2019

To: Thomas B. Modica, Acting City Manager 

From: John Gross, Director of Financial Management 

For: Mayor and Members of the City Council

Subject: **One-Time Towing and Parking Citation Fee Waivers**

As part of its proactive efforts to address homelessness, the City has implemented a One-Time Towing and Parking Waiver for Homelessness Policy (Policy) for persons experiencing homelessness (Attachment A). The intent of this Policy is to provide people experiencing homelessness a one-time courtesy to recover from their parking, towing, and impounding fees, and encourage them to take advantage of the City services available to them. City staff has already employed this Policy three times.

The Policy was developed as a joint effort between the Financial Management and Health and Human Services Departments, in consultation with the City Attorney's Office. For a person to be eligible for a one-time towing, impounding, and parking citation fee waiver, the individual must fill out a Towing and Parking Citation Fee Waiver Request Form (Attachment B), and meet all eligibility criteria. The individual:

- Must be living in a vehicle that has been towed and impounded at the City's impound facility;
- Must be indigent as defined by the State in AB 2544;
- Must not have previously requested a one-time waiver; and,
- Must visit the City's Multi-Service Center and qualify for homeless services within three days of the waiver request. The individual is not required to take advantage of services.

Only one waiver request will be granted per individual. The motorist who drives the vehicle out of the City's impound facility must have a valid driver's license. The vehicle's registration must be current, and proof of insurance must be provided. If proof of insurance is not available, the customer may have the vehicle towed out of the City's impound facility at their expense.

If you have any questions regarding this policy, please call me at (562) 570-6427.

ATTACHMENTS

CC: CHARLES PARKIN, CITY ATTORNEY
LAURA L. DOUD, CITY AUDITOR
REBECCA G. GARNER, ACTING ASSISTANT CITY MANAGER
KEVIN J. JACKSON, DEPUTY CITY MANAGER
TERESA CHANDLER, INTERIM DEPUTY CITY MANAGER
ANDREW VIALPANDO, ACTING ADMINISTRATIVE DEPUTY TO THE CITY MANAGER
DEPARTMENT HEADS

One-Time Towing and Parking Citation Waiver for Homelessness Policy

Overview:

This policy implements a multi-pronged approach to assist individuals living in a vehicle that has been towed and impounded at the City of Long Beach's (City) impound facility to recover their vehicle. The intent is to provide a one-time courtesy waiver of parking citation fines and towing and impound fees to an individual if the criteria set forth in this policy are met. The policy also encourages persons experiencing homelessness to take advantage of the City's homeless resources, including those provided at the City's Multi-Service Center.

Responsibilities:

The Director of Financial Management will ensure the Towing and Lien Sales Division and Commercial Services Bureau comply with this policy. The Director of Health and Human Services will ensure compliance through the Homeless Services Division (Homeless Services).

Procedure:

Individuals experiencing homelessness whose vehicles are towed by the City's Towing and Lien Sales Division (Towing) may apply for a one-time waiver of their towing and storage fees and outstanding City parking citation fees.

Criteria to Apply:

- Individual must provide proof of indigence status. The Registered Owner/Lessee must demonstrate that he or she is indigent by providing either of the following information:
 - **Proof of income from three (3) recent pay stubs or another proof of earnings, such as a bank statement** that show the individual meets the income criteria set forth in subdivision (b) of Section 68632 of the Government Code.
 - Proof of receipt of benefits under the programs described in subdivision (a) of Section 68632 of the Government Code. Proof of receipt will consist of a copy of the most recent: **Verification of Benefits Form or Award Letter for Social Security.**
 - If the Registered Owner(s)/Lessee(s) does not have income or receives public assistance, a copy of their **annual** earnings from the Social Security Department is required.
- Individual must be validated as homeless and living in their vehicle by Homeless Services or self-declaration.
- Individual must be screened by Homeless Services and deemed eligible for homeless resources.

- Vehicle must not be on-hold for other reasons (i.e., Police Evidence Hold).
- Vehicle must have been towed by the City.
- The one-time waiver covered under this policy is applicable to an individual only, not a vehicle. Only one waiver will be granted per individual.

How to Apply:

- After their vehicle is towed, individual should fill out a One-Time Towing and Parking Citation Fee Waiver Request Form. The form includes:
- Individual will fill out Part A (basic information) and B (indigence information) of the application.
- Towing will fill out Part C of the application (outstanding tow charges) and Part D, a summary of any parking citations.

Waiver Processing:

- After Parts A through D are completed, Towing will forward the application via email to the Homeless Services designated contact. The application will include photos of the vehicle indicating the vehicle appears lived-in.
- Homeless Services will assess the individual for services and referrals based upon a client-centered model, and ensure the individual completes the Homelessness Declaration (Part E).
- Homeless Services will complete Part E of the application, including eligibility for waiver based on their screening of the individual and their circumstances.
- Homeless Services will forward the completed application via email to the designated Towing contact, with copies to the Towing Superintendent, and Commercial Services and Fleet Services Bureau Managers. The Director of Financial Management has identified the Fleet Services Bureau Manager as his/her designee, with authority to approve the one-time towing/parking citation fee waiver request.
- The Director of Financial Management, or designee, will review the information and, if all of the criteria is met, will authorize the one-time waiver of parking citation fines and towing fees. The application will then be returned to the Commercial Services Bureau or Towing (as appropriate), with Part F completed.
- Towing will contact the individual to complete the waiver process.
- Both Homeless Services and Towing will track all waiver applications.
- The decision of the Director of Financial Management, or designee, is final and not subject to appeal.

Disqualification for Waiver:

- If the individual does not report to Homeless Services within three days of submitting the waiver application to the Towing and Lien Sales Division, the application will be considered abandoned and the vehicle will be processed for lien. Exceptions will be handled on a case by case basis.
- If an individual's waiver application is found to have been willfully fraudulent, his/her waiver will be disapproved and the full amount of fines and fees restored.
- If an individual's vehicle was not towed by the City, he/she does not qualify for the one-time waiver of fines and fees.

Definitions:

Indigence: As defined by California Vehicle Code 40220 (AB-2544); to prove *Indigence*, the Registered Owner/Lessee must demonstrate that he or she is indigent by providing either of the following information as applicable:

Proof of income from most recent pay stub or another proof of earnings, such as a bank statement that show the individual meets the income criteria set forth in subdivision (b) of Section 68632 of the Government Code.

Proof of receipt of benefits under the programs described in subdivision (a) of Section 68632 of the Government Code. Proof of receipt will consist of a copy of the most recent Verification of Benefits Form or Award Letter for Social Security.

If the Registered Owner(s)/Lessee(s) does not have income or receives public assistance, a copy of their annual earnings from the Social Security Department is required.

ONE-TIME TOWING/PARKING CITATION FEE WAIVER REQUEST FORM

A	<p>APPLICANT INFORMATION <i>(To be completed by Individual)</i> Registered Owner(s)/Lessee(s) who meet the following criteria may use this form to apply for a waiver of Towing fees and associated Parking Citations. Applicants must meet the following criteria: 1. Validated as "indigent" by the Towing and Lien Sales Division. 2. Eligible for homeless services and living in their vehicle, as validated by the Homeless Services Division through a situational assessment</p> <p>Name: _____ Phone #: _____ Email: _____</p> <p>Address: _____ City: _____</p> <p>State: _____ Zip: _____</p>
B	<p>VERIFICATION OF INCOME <i>(To be completed by Individual)</i> Please indicate the documentation that you have attached to this application:</p> <p>(A) Proof of income. Please provide your three (3) most recent pay stubs.</p> <p style="margin-left: 40px;">1. My monthly income amount is: _____</p> <p style="margin-left: 40px;">2. Number of people residing in the household: _____</p> <p>(B) Must provide Verification of Benefits Form for Public Assistance, or Award Letter for Social Security. Please check the boxes that apply:</p> <p style="margin-left: 40px;"> <input type="checkbox"/> Employment <input type="checkbox"/> Supplemental Security Income <input type="checkbox"/> In-Home Supportive Services (IHSS) <input type="checkbox"/> Food Stamps <input type="checkbox"/> California Work Opportunity <input type="checkbox"/> General Relief (GR), County Relief or <input type="checkbox"/> Medi-Cal (Cal Works) General Assistance (GA) <input type="checkbox"/> Other </p> <p>(C) If the Registered Owner(s)/Lessee(s) does not have income or receives public assistance, a copy of annual earnings from the Social Security Department is required.</p> <p>I certify that all statements are true and correct. Any false or incomplete information may forfeit my rights to a one-time waiver.</p> <p>Signature: _____ Date: _____</p>



ONE-TIME TOWING/PARKING FEE WAIVER REQUEST

<p><u>TOWING CHARGES</u> <i>(To be completed by Towing and Lien Sales Division)</i></p>	
Invoice #:	License Plate: _____ DL #: _____ Date: _____
Invoice Amount: \$ _____	Signature: _____
Number of Citations: _____	Name: _____
<p><u>PARKING CHARGES</u> <i>(To be completed by Towing and Lien Sales Division)</i></p>	
Parking Citation Total: \$ _____	
Signature: _____	Date: _____
Name: _____	
<p><u>HOMELESS VERIFICATION</u> <i>(To be completed by Homeless Services Division)</i></p>	
Screening provided? Yes [] No []	Comments: _____
Eligible for Homeless Services? Yes [] No []	
Verified Living in Vehicle: Yes [] No []	
Signature: _____	
Name: _____	
Date: _____	
<p><u>HOMELESSNESS DECLARATION</u> <i>(To be completed by Individual)</i></p>	
<p>I hereby declare that I am living in this vehicle and am requesting a one-time waiver of fees in order to continue using it as my residence.</p>	
Signature: _____	
Name: _____	
<p><u>APPROVAL</u> <i>(Finance Director or designee)</i></p>	
Approved []	Denied []
Parking Fines: \$ _____	Towing Fees: \$ _____ Total Amount: \$ _____
Signature: _____	Date: _____
Name: _____	Title: _____
<i>(Send to Commercial Services Bureau or Towing & Lien Sales Division, as appropriate)</i>	

