

**Comments to the Eau Claire City Council
June 23, 2025**

The Passport Parking app is not being used correctly on the ramp. Several components do not work and need repair or replacement.

The License Plate Recognition system installed is supposed to read the plate, calculate time on the ramp, warn the user if their time is going to expire, and issue a ticket to those whose payment time has expired or those who have not paid at all. A police vehicle should not have to monitor the ramp. All vehicles pass through the LPR system. If the scofflaws were charged every time they entered the ramp and overstayed the 5- or 10-minute grace period to pay, that would be the start of enforcing them to stay away from the ramp. City documentation is unclear if the grace period is 5 or 10 minutes. Each time they are ticketed and do not pay, the fine grows. If they repeatedly fail to pay enough times law enforcement can revoke their vehicle registration. The Wisconsin Department of Transportation provides the Traffic Violation and Registration Program for that purpose.

The reason police surveillance is needed to enforce street parking is because vehicles do not all go through a license plate recognition system unless the police vehicle scans the license. Mounted cameras to do LPR on the street may help with this issue.

If you really believe the Passport System can function well enough on the ramp to consistently and fairly ticket ramp users, prove it by making the necessary repairs to the cameras and IT digital problems. If not, you need to go back to the access gate system.

The parking consultant hit the nail on the head! Eau Claire needs a professional parking manager who understands parking systems and who can enforce the parking rules. This should be the first step in a parking "reset". More of the status quo will not cut it.

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