

LADOT

Moving Los Angeles Forward

**THE CITY OF LOS ANGELES, CA
SMART BOOT PROGRAM**

PAYLOCK >

Introduction

PayLock is excited to bring SmartBoot technology to Los Angeles, CA beginning in July of 2017. This award-winning system will make it easier and faster for motorists who have booted vehicles to regain use of their vehicles. This convenient solution helps the City resolve the most difficult-to-collect parking violations in the most user-friendly method possible.

These customer service benefits have been realized by many cities across the country as the SmartBoot has been used over 700,000 times. Cities like New York, NY ; Baltimore, MD; Oakland, CA; Seattle, WA; Providence, RI and also universities such as Florida Atlantic have operated SmartBoot systems successfully over many years.

PayLock's system provides a number of distinct advantages over traditional towing and impounding including:

- A 24/7 staffed Help Center enabling motorists to settle outstanding citations easily and conveniently at any time, day or night
 - Help Center staff assist people in one phone call thereby averting the need to make a trip to a payment center
- SmartBoot technology allows motorists to self-release boots themselves without having to WAIT for a City employee
- License Plate Reading technology helps city staff easily find vehicles owned by scofflaws
- Web based software provides transparent and thorough administration and tracking of all program activity

The SmartBoot system is a Win-Win solution for both the City and its community members.

Community members benefit from the efficient and proper management of the City's limited parking resources. Booted motorists can have their vehicles released in less than 6 minutes instead of several hours or even days. The new program replaces a system in which scofflaw vehicles (whose owners received five or more parking tickets) were immediately towed. Towing was more expensive to the motorist than booting and was significantly more difficult to resolve. Previously, motorists had to arrange for transport to the tow yard to recover their vehicle instead of simply paying over the phone by credit or debit card. Instead of returning to find their vehicle gone, scofflaw motorists will now have access to their immobilized vehicle while they arrange to settle their debt by phone.

Attached you'll find more information about the details of the program.



Program Facts:

- The SmartBoot program replaces a policy of immediately towing scofflaw vehicles.
- Booting is much friendlier on motorists and less expensive than immediate towing.
- Motorists with booted vehicles have 24/7/365 access to people who can help them resolve their outstanding debt as quickly as possible.
- The City will have Traffic Officers enforcing scofflaws utilizing up to fifteen mobile units.
- A vehicle becomes boot eligible when it has accrued five or more unpaid tickets which are 30 days old or older.

Program Summary:

- This program focuses on scofflaws only. This is a very small segment of those who own and operate cars in Los Angeles. Most people never receive parking citations and those that do, usually pay them on time. Scofflaws have ignored at least five parking citations as well as the many mailed notices sent to them urging them to pay.
- The City is dedicated to finding new and innovative ways to make life easier for its community members and employees. This program helps people with vehicles that are booted to pay quickly and get back on the road with little delay.
- Customer Service is a key component of the new program. Motorists with booted vehicles now have access to people and procedures that are motorist-friendly. Most motorists can reconcile their outstanding debt in less than 6 minutes with a cell phone and a major credit card.



FAQ:

When did the program start? This program is scheduled to start July 2017.

How do I get the boot off of my car? You can call the Boot Release Line to make a payment over the phone. The phone number is 855-288-2642. Once you make payment, you will be able to remove the device yourself.

What do I do with the boot? SmartBoots may be returned to:

SOUTHERN:

David's Service Station/American Gasoline
1404 W. Martin Luther King Jr. Blvd
Los Angeles, CA 90062
Monday - Friday: 9am - 5:30pm
Saturday: 9am - 1pm
Sunday: Closed

DOWNTOWN:

Superfine Valero
500 Alameda Street
Los Angeles, CA 90013
Monday - Saturday: 6am - 7pm
Sunday: Closed

WESTSIDE:

US 24/7 Postal Center
9854 National Blvd
Los Angeles, CA 90034
Monday - Friday: 9am - 6pm
Saturday: 10am - 3pm
Sunday: Closed

VALLEY:

Victory Auto Service Center
13736 Victory Blvd
Los Angeles, CA 91401
Monday - Friday: 9am - 6pm
Saturday: 10am - 3pm
Sunday: Closed



I want to pay in person. Where can I pay?

Downtown Public Service Center
312 W 2nd Street
Los Angeles, CA 90012

West Los Angeles Public Service Center
1575 Westwood Blvd., Suite 100B
Los Angeles, CA 90024

Mid-Wilshire Public Service Center
3333 Wilshire Blvd., Suite 3337
(ground floor outside building lobby area)
Los Angeles, CA 90010

Van Nuys Public Service Center
6309 Van Nuys Blvd. Room 103
Van Nuys, CA 91401

Hours of Operation: M – F, 9 AM – 5 PM

Forms of payment accepted: cash, checks, money orders, cashier's checks, or credit/debit cards

How long do I have until my vehicle is towed?

If the vehicle is parked legally, a 48 hour grace period will be given from the time the vehicle is booted until the vehicle is towed.

What makes my vehicle boot eligible?

A vehicle becomes boot eligible when it has 5 or more unpaid (outstanding) parking citations 30 days or older.

What is the ordinance that allows booting in Los Angeles?

The California vehicle code section is 22651.7.

If a motorist calls 311, who can they be referred to?

Operators will direct all booted motorists to the 855-288-2642 number for the Boot Release Line

There is a strange vehicle in my neighborhood with cameras on it, why?

The vehicle you see is the Los Angeles, CA booting vehicle. The cameras scan license plates looking for vehicles with outstanding parking citations.

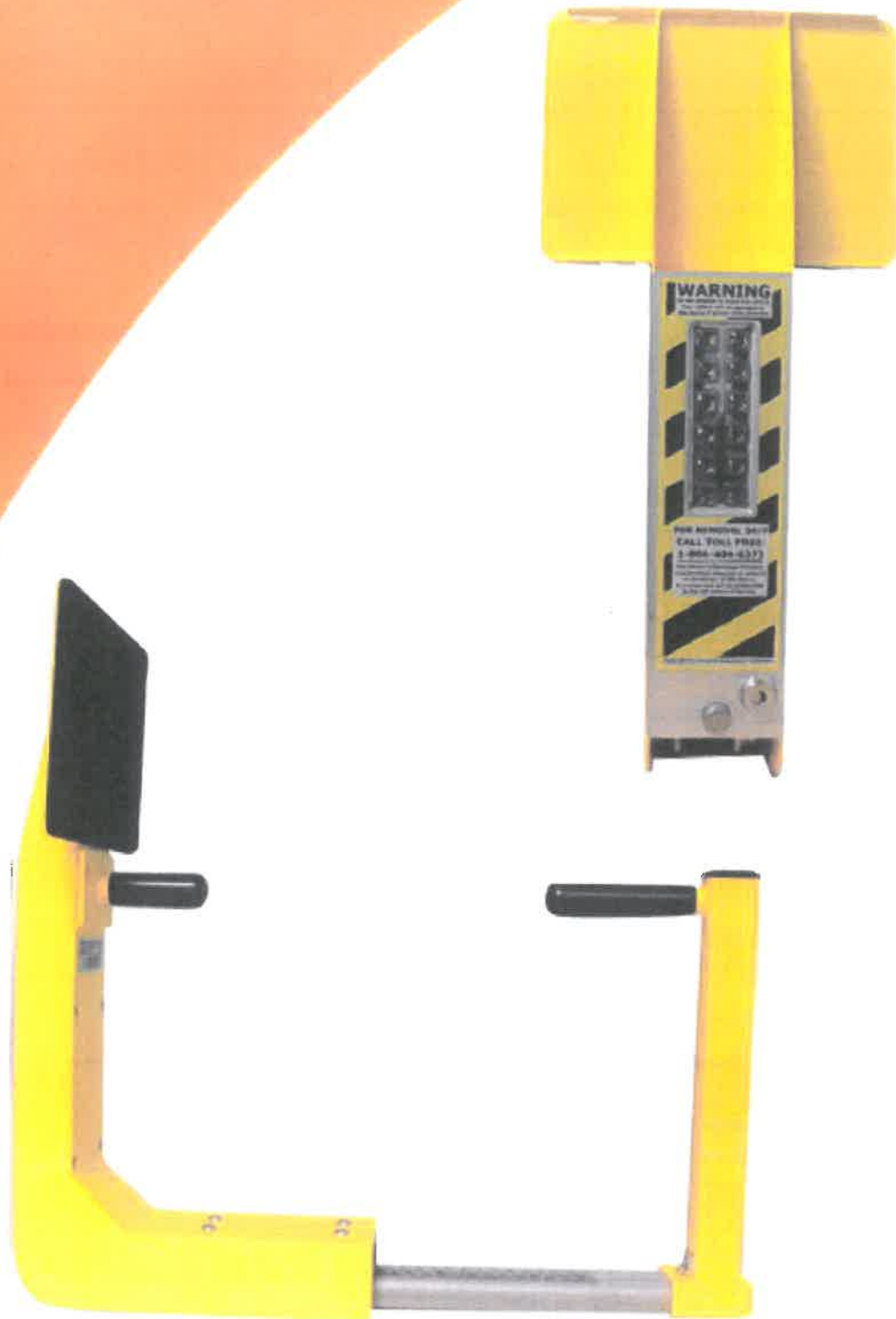
I do not want to be booted, how should I pay for my tickets?

Go to: www.lacity-parking.org

Scroll down and click on "Pay a Parking Citation".



THE SMART BOOT



Immobilization Notice

DO NOT MOVE THIS VEHICLE
NO MUEVA ESTE VEHÍCULO

MOVING THIS VEHICLE WILL RESULT IN SERIOUS DAMAGE TO THE VEHICLE.

WARNING: ANY DAMAGE TO THE DEVICE SHALL MAKE THE OFFENDER LIABLE FOR THE DESTRUCTION OF CITY PROPERTY

DEL VEHICULO ES MOVIDO RESULTARÁ EN SERIOS DAÑOS AL VEHICULO. REVERTIRLOS, CUALQUIER DAÑO A EL APARATO HARÁ AL OFENSOR RESPONSABLE DE LA DESTRUCCION DE LA PROPIEDAD DE LA CIUDAD.

BOOTED BY THE CITY OF LOS ANGELES
INMOVILIZADO POR LA CIUDAD DE LOS ANGELES

FOR BOOT REMOVAL AND FINE PAYMENT
CALL TOLL-FREE 24 HOURS A DAY
PARA EL RETIRO DE LA BOTA Y PAGO, LLAME GRATIS 24 HORAS AL DIA

1-855-288-2642

WHEN YOU CALL, YOU WILL NEED THIS NUMBER
CUANDO LLAME, NECESITARÁ ESTE NÚMERO



BOOT VIOLATION#

This vehicle may be subject to an IMMEDIATE TOW
Este vehiculo puede estar sujeto a un REMOLQUE INMEDIATO

*If your vehicle was subsequently towed:
 Si su vehiculo fue posteriormente remolcado:*

1. Call 1-855-288-2642 for important information.
 Llame a 1-855-288-2642 para obtener información importante.
2. If the vehicle was towed, an additional city, towing, and storage fees will be assessed.
 Si el vehiculo fue remolcado, se añadirán cargos de la ciudad, remolque, y almacenamiento.

THE VEHICLE HAS BEEN IMMobilIZED BY THE LOS ANGELES CITY DEPARTMENT OF TRANSPORTATION AND REGULATION OF THE CITY OF LOS ANGELES. IF YOU HAVE A TICKET OR OTHER VIOLATION, YOU MUST PAY IT IMMEDIATELY. IF YOU DO NOT, THE VEHICLE WILL BE REMOVED FROM THE STREET AND IMPOUNDED. VEHICLES PARKED IN A TOW-AWAY ZONE OR RESTRICTED PARKING AREA, OR BLOCKING OR OBSTRUCTING TRAFFIC, MAY BE TOWED IMMEDIATELY TO RELEASE VEHICLE. PAYMENT OF DELINQUENT PARKING TICKETS MUST BE MADE. YOU ARE ENTITLED TO A POST-SEIZURE HEARING, REQUEST AT THE NUMBER ABOVE.
 THE DEVICE IS THE PROPERTY OF LOS ANGELES CITY. ANY DAMAGE TO THE DEVICE SHALL MAKE THE OFFENDER LIABLE FOR THE DESTRUCTION OF CITY PROPERTY. REMOVING THE DEVICE OR MOVING THE VEHICLE BY ANY MEANS OR IN ANY MANNER PRIOR TO OFFICIAL RELEASE CONSTITUTES A VIOLATION AND ADDITIONAL OFFENSE. THE CITY ASSUMES NO LIABILITY OR LOSS OF DAMAGE TO THE VEHICLE OR ITS CONTENTS WHILE IMPOUNDED. ATTEMPTING TO OPERATE THE VEHICLE WHILE THE IMMOBILIZATION DEVICE IS IN PLACE MAY RESULT IN SERIOUS DAMAGE TO THE VEHICLE.

Call 1-855-288-2642 to use Credit or Exhibit Card for immediate release!
llame a 1-855-288-2642 para usar tarjeta de crédito o exhibir para liberación inmediata!

Do not pay with cash in person, go to one of the Public Service Centers
Open no pague con efectivo en el momento en persona, le uno de los centros de servicio público.

ESTE VEHICULO HA SIDO INMOVILIZADO POR EL DEPARTAMENTO DE TRANSPORTES DE LA CIUDAD DE LOS ANGELES POR LA ADICION DE UN TICKET O MULTA O TICKETS MULTAS EN ESTE VEHICULO. SI TIENE UN TICKET O MULTA EN ESTE VEHICULO, DEBE PAGARLO INMEDIATAMENTE. SI NO LO HACE, EL VEHICULO SERA REMOVIDO DE LA CALLE Y ENTREGADO A UN REMOLCADOR. LOS VEHICULOS ESTACIONADOS EN ZONAS DE REMOLQUE, PARQUEO RESTRICTADO O EN ZONAS DE TRAFICO OBSTRUICION DE TRAFICO, PUEDEN SER REMOVIDOS INMEDIATAMENTE PARA LIBERAR EL VEHICULO Y EVITAR EL PAGO DE MULTAS EN ESTAS ZONAS. USTED TIENE DERECHO A UNA OYDIA DESPUES DE LA INMOBILIZACION. SOLICITE UNA AUDIENCIA AL NUMERO DE ARRIBA.
 EL APARATO ES PROPIEDAD DE LA CIUDAD DE LOS ANGELES. CUALQUIER DAÑO A EL APARATO HARÁ AL OFENSOR RESPONSABLE DE LA DESTRUCCION DE LA PROPIEDAD DE LA CIUDAD. QUITAR EL APARATO O MOVIR EL VEHICULO EN CUALQUIER MODO O EN CUALQUIER MANNER ANTES DE LA LIBERACION OFICIAL CONSTITUYE UN DELITO SEPARADO Y UNA MULTA ADICIONAL. LA CIUDAD NO ASUME NINGUNA RESPONSABILIDAD POR DAÑOS AL VEHICULO O A SU CONTENIDO MIENTRAS ESTE INMOBILIZADO. INTENTAR A MOVIR O OPERAR EL VEHICULO MIENTRAS ESTE INMOBILIZADO AL APARATO DE INMOBILIZACION PUEDEN RESULTAR EN SERIOS DAÑOS AL VEHICULO.

Downtown
 212 W 2nd Street
 Los Angeles, CA 90012

West Los Angeles
 1875 Westwood Blvd., Suite 100B
 Los Angeles, CA 90024

6655 Wilshire
 3333 Wilshire Blvd., Suite 2817
 Los Angeles, CA 90010

Van Nuys
 4900 Van Nuys Blvd., Room 101
 Van Nuys, CA 91411

Hours for all locations: M - F 9AM - 5PM

Boot Return Locations located on the back

