



## SAN MATEO POLICE DEPARTMENT

Ed Barberini  
Chief of Police

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### **MEDIA RELEASE / COMMUNITY ALERT**

**For Immediate Release No. 20200408-013**

**Wednesday, April 8, 2020**

### **San Mateo Modifies Parking Enforcement Program Decision Prompted by COVID-19 Shelter in Place**

**San Mateo, CA** – Like many communities across the Bay Area, the City of San Mateo has decided to modify parking enforcement in order to support the community's compliance with the County Health Officer's order to shelter in place as of March 17, 2020. These are unprecedented times and with more people needing to stay home, there's an increased parking demand in the neighborhoods. The City will be refocusing its parking-related efforts on education, while continuing to enforce violations that cause immediate safety concerns. Recognizing the hardships and stress caused by the COVID-19 pandemic, the City is dismissing or refunding the 1,241 parking citations issued in San Mateo between March 17 – April 8, 2020. Those citations have been identified and no action is needed by the registered owner.

The City has done a thorough and complete evaluation of the parking enforcement program prompted by the shelter in place order. We understand this is a trying time for everyone involved and our intention is to remove any undue stress on our community. Since the onset of the COVID-19 pandemic, parking enforcement representatives issued nearly 40% fewer citations when compared to the same period last year. Violations have included parking in a red zone, blocking a handicapped access ramp, parking the wrong way on a road, blocking an alleyway, and other violations.

As of April 6, 2020, enforcement was temporarily suspended for all metered parking, street sweeping, residential parking, and expired registration. Serco, the City's contracted parking enforcement company, was directed to continue enforcing parking violations in a modified manner. Effective April 9, 2020, parking representatives will be addressing public safety violations such as red zones, blocking a fire hydrant, blocking handicapped access or crosswalks, and all posted no parking. Although we hope for compliance, violations such as parking on a rolled curb to prevent pedestrian access, wrong way parking, and parking in an alleyway, will be issued warnings until further notice.

As a direct response to the community's requests, the City re-engineered our approach to parking enforcement in 2019 by designing a hybrid model. The City partnered with Serco to address downtown parking, our growing residential parking permit program, and other regular services; while retaining police-specific resources to handle abandoned vehicle abatement and other requests that might require a community policing-type response. Serco began operations in February 2020 with one employee and have grown to nearly ten employees to manage the parking enforcement needs of San Mateo.

These decisions were made following input from residents, and we'll continue to engage stakeholders as we evaluate our community's needs. Anyone who received a parking citation between March 17 – April 8, 2020 will be contacted directly and does not need to take any action. For any questions, please email the Traffic Unit at [traffic@cityofsanmateo.org](mailto:traffic@cityofsanmateo.org).

**Parking & Transportation Contact**

Serco Parking Enforcement: (650) 398-3082

Traffic Tip Line: (650) 522-7740

Report Abandoned Vehicles: <https://www.cityofsanmateo.org/685/Report-an-Abandoned-Vehicle>

Learn More: <https://www.cityofsanmateo.org/2125/Parking-and-Transportation>

**Media Contact**

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