

City of Hayward Parking Program Automated License Plate Recognition Policy

The City of Hayward Parking Program goal is to manage and provide parking services for residents, businesses and visitors. The City uses Automated License Plate Recognition (ALPR) to support this mission.

What Is ALPR?

Automated License Plate Reader (ALPR) technology, also known as License Plate Recognition (LPR), provides automated detection of license plates. ALPR is a camera system that takes a picture of a license plate and uses a computer algorithm to convert the image of the license plate, and the characters it contains, into computer-readable data (ALPR data).

Purpose

Hayward collects ALPR data for the purposes of managing parking, issuing citations for violations of parking laws and regulations, and collecting citation fines.

Authorized Users

Authorized City of Hayward staff, including parking officers, and contractors involved in issuing citations and collecting parking citation fines are authorized to access ALPR data.

Training

Authorized City staff is required to complete department-approved training before they are allowed to operate ALPR equipment or access ALPR data. Training in the use of the system consist of:

- Privacy and civil liberties protections;
- Legal authorities, developments and issues involving the use of ALPR Data and technology;
- Current City of Hayward Policy regarding appropriate use of ALPR Systems;
- Technical, physical, administrative and procedural measures to protect the security of ALPR Data against unauthorized access or use; and
- Practical exercises in the use of the ALPR system.

Information Security

All saved data is closely safeguarded and protected by both procedural and technological means. The City of Hayward Transportation Department observes the following safeguards regarding access to and use of stored data:

- All non-law enforcement requests for access to stored ALPR data are and will not be granted.
- All ALPR data downloaded to the mobile workstation and server shall be accessible only through a login/password-protected system capable of documenting all access of information by name, date and time.
- Persons approved to access ALPR data under these guidelines are permitted to access the data for legitimate parking enforcement purposes only.
- ALPR system audits will be conducted on a regular basis by the Official Custodian.

Official Custodian

The Parking Program Manager assigned by the Transportation Division Manager is the Official Custodian of the collected ALPR data and responsible for implementing this policy.

Information Sharing

The City only shares ALPR data with employees and contractors who are responsible for processing citations and handling parking payments. The City does not share or sell ALPR data to anyone, nor is it disclosed to the public. The City will provide ALPR data to law enforcement only if requested as part of a criminal investigation or if subpoenaed by a court or other public agency that has the legal authority to require the release of ALPR data.

Accuracy

Parking Enforcement Officers visually verify license plate data when a citation is issued.

Data Retention

ALPR data is stored based on the following schedule:

- License Plates collected, but not cited: Not retained
- License Plates for issued parking citations: 45 days