

DATE: 3/30/2020

TO: City of Bozeman Parking Officials, Design Thinking Course Instructors

CC: Future Design Students

FROM: Joshua Brown, Kendall Funk, Sydney Hollman, Kyle Korb, Matthew Thompson

RE: Design Thinking Project: Community Service and Parking Tickets

In Spring 2020, we as an MSU Design Thinking Student group began working on a project in collaboration with the City of Bozeman's Parking Services Division. Our goal was to offer individuals without reliable financial means of paying their fines to replace the fine with a community service alternative. The MSU Parking district is an exclusionary zone (no commuter parking passes), so the goal of this project was also to strengthen relations between neighborhood residents and commuters to the MSU campus by increasing awareness of acceptable parking locations and facilitating positive interactions among our neighbors through community service.

The Bozeman Parking Department is working on improving parking conditions in the Montana State University (MSU) residential district. In this district, just East of MSU, parking is strictly illegal within certain hours without a residential parking pass. If one decides to park there without a permit, a \$60.00 ticket will be issued. The City of Bozeman understands that some parking tickets will be issued to people with more financial stress than others, and wants to provide an alternative system that still benefits the community without the monetary burden.

We have included copies of our project documents in this memo. Below is the text of the complete "Information and Instructions" drafted to walk program participants through our process. We also created a flow chart visually laying out the community service program in Adobe Illustrator (.png image file available as a separate attachment) that can be used for promotional materials, online program instructions, or in-person printouts. The "Community Service Provider List" is mostly verified, but not everyone has responded by the time of this submission. Due to COVID-19 concerns, the majority of providers expressed interest in the pilot program but were not accepting volunteers at time of submission. When a pilot program is safe to implement, the service provider list will be available to show participants which organizations are good options for completing community service hours. In addition, a contract and certification of completion for participants to pay off a parking ticket via community service hours has been included at the bottom. These documents (under review by the City of Bozeman's legal team at the time of submission) will be used for entrance into the program and confirmation that the participant has completed their hours.

Parking Community Service Program Information and Instructions

If you have received a parking ticket recently in the Montana State University (MSU) Parking District, you may be eligible for a new pilot program. This program allows individuals to complete community service instead of paying a parking fine monetarily. The following paragraph provides more information on how this program came to be and the goal in its implementation.

The main group advocating for this program is a MSU Student group formed in a Design Thinking Course. The group's goal is to offer individuals without sufficient financial means to pay a parking fine to contribute to the community in another way. The alternative option to paying a fine is volunteering for a set number of hours at a verified organization. This pilot program is only being implemented in the MSU Parking District.

Before you get started, the program has a few restrictions:

- Individuals must fill out one service contract per citation. If an individual wishes to complete service for multiple citations, they must fill out a contract and complete a Certificate of Completion for each citation.
- Individuals are limited to three contracts in a 12 month period. After three contracts are signed and submitted, an individual will not be eligible to complete additional service contracts for 12 months following the acceptance of the last submitted contract.
- If an individual chooses to appeal their citation, they may still be eligible to complete a service contract if their appeal is rejected. If the appeal is rejected, the individual will have 10 days to submit a community service contract. If the individual wishes to continue with the appeal process through an ARB council or city court, they will no longer be eligible for the community service option.
- If the individual submits a service contract and it is accepted but the individual fails to submit a Certification of Completion document within 90 days, the individual will be responsible for the original fine amount and any applicable late fees. The individual will also no longer be eligible for the community service option for a period of 12 months following the end of the 90 day period.
- The community service citation resolution only applies to the original \$60 fine amount. Service hours beyond the required 4 hours for this amount will not apply to any additional costs or subsequent citations.

If you choose to complete community service in order to resolve your citation, the process will proceed as follows:

1. A community service contract must be completed, signed, and submitted to the City Of Bozeman Parking Division by the Responsible Party within **10 days** of citation date or rejection of appeal.*

2. If the contract is accepted, you will have a **period of 90 days** from notice of contract acceptance to complete **4 hours** of community service with a volunteer organization and submit a certification of completion document.**

During this period, you will:

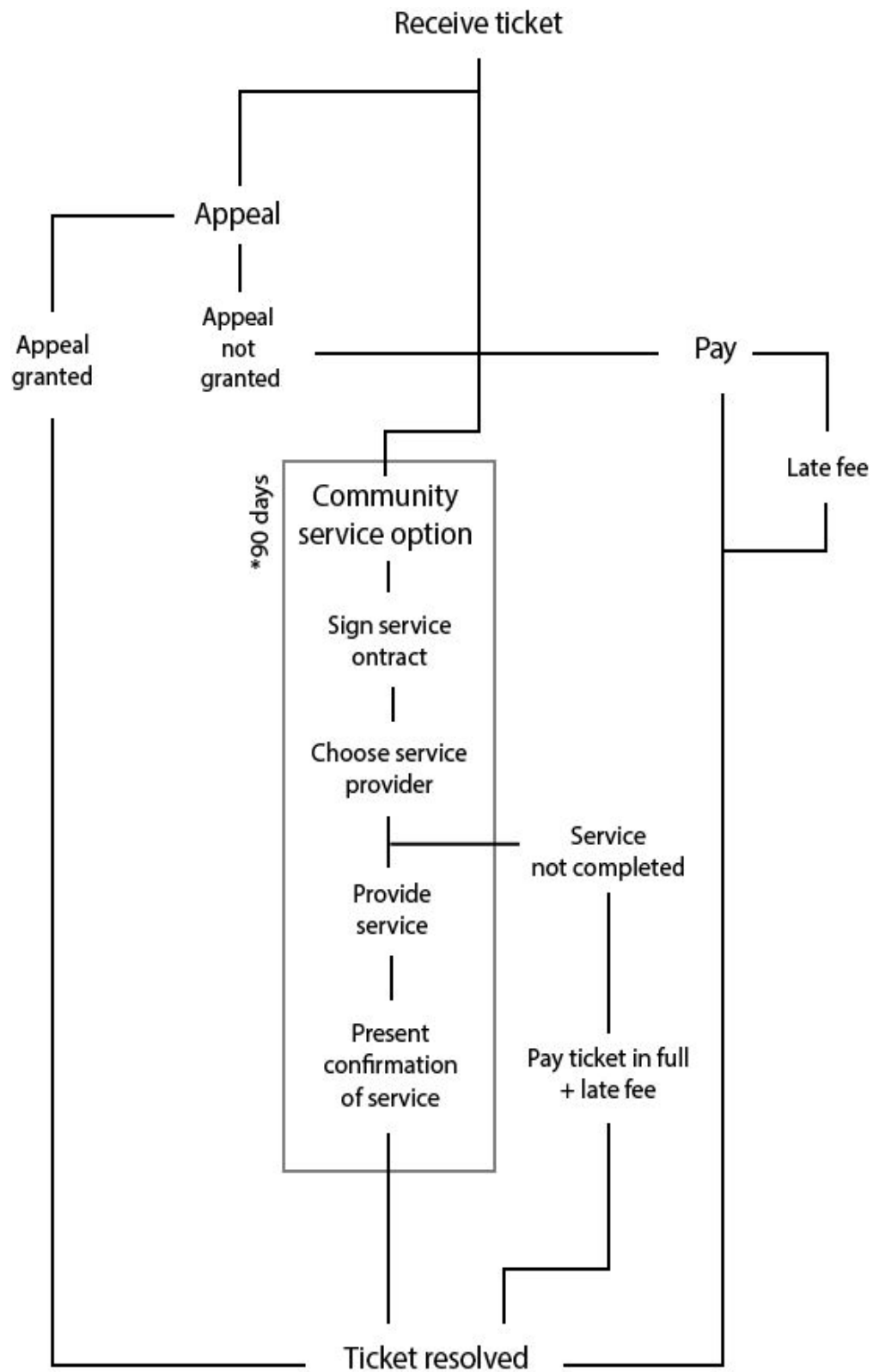
- a. Select a service provider from the designated list below
 - b. Schedule a time with the provider (through designated avenues) to complete your community service. Please make sure that you plan to complete **at least 4 hours** of service or your contract will be considered incomplete and you may be subject to the original \$60 fine amount and applicable fees.
 - c. Complete the community service and have a representative from the volunteer organization verify your service hours on the **Certification of Community Service Completion** document.
 - d. Complete and submit the Certification of Completion document to the City of Bozeman Parking Division within the 90 day period.
3. If the **Certification of Community Service Completion** document is completed and submitted by the 90 day deadline, and fulfills proper requirements, the citation and original fine amount will be resolved.

Again, if the Certification document is deemed incomplete, the Responsible Party will be subject to the original fine amount and applicable late fees

* Please note that if you initially chose to appeal your citation and the appeal is rejected, you then have the choice to pay the ticket, complete a community service contract, or bring the issue to an ARB council or court. If you choose to continue the appeal progress beyond the initial rejection of the appeal, you will no longer qualify for the community service option.

**Service contracts may be rejected if you have chosen to continue the appeal process as stated above, already completed 3 community service contracts, or have failed to complete a service contract within the last 12 months.

Process Flow Chart



Community Service Provider List

Habitat for Humanity of Gallatin Valley

230 Arden Dr.
Belgrade, MT 59714
Contact: Volunteer Coordinator, Jill Ellwood
Phone: (406) 388-8225
Email: jellwood@habitatbozeman.org

Sacks of Bozeman

138 W Mendenhall
Bozeman, MT 59715
Contact: Volunteer Coordinator, Laura Grier
Phone: (406) 209-8820
Email: volunteer@sacksthrift.org

Gallatin Valley Food Bank

602 Bond St
PO Box 1129
Bozeman, MT 59715
Phone: (406) 586-7600
Email: infogvfb@thehrdc.org

Fork and Spoon Homestyle Restaurant

302 N. 7th Avenue | Bozeman, MT
Bozeman, MT 59715
Phone: (406) 587-4225
Email: forkandspoon@thehrdc.org

Bounty of the Bridgers (Food Pantry)

1102 South 6th Avenue, Bozeman, MT, 59717
Email: bobpantry.msu@gmail.com

Belgrade Community Library

106 N Broadway
Belgrade, MT 59714
Contact: Gale Bacon
Phone: (406) 388-4346
Email: gbacon@mtlib.org

Belgrade Bloomers Garden Club

Contact: Annie Mollock
Phone: 406-570-8136
Email: dragonflydragonfli@yahoo.com

Friends of Bogert Park

Contact: Director, Salal Huber-McGee

Phone: (406) 539-0216
bogertfarmersmarket@gmail.com

Montana Shares

PO Box 883
Helena, MT 59624
Contact: Executive Director, Bill Crane
Phone: (406) 442- 2218
Email: shares@montanashares.org

Livingston Food Pantry

202 South 2nd Street
Livingston, MT 59047
Executive Director: Michael McCormick
Phone: (406) 222-5335
Email: info@livingstonfrc.org

Loaves and Fishes Soup Kitchen

301 S. Main St.
Livingston, MT 59047
Contact: Director, Martie Clarr
Phone: (406) 222-4824
Email: info@livingstonfrc.org

Bridger Care

1288 North 14th Avenue #201
Bozeman, MT
Phone: (406) 587-0681
www.bridgercare.org
Email: arupert@bridgercare.org

Salvation Army

32 South Rouse
Bozeman, Montana 59715
Contact: Lt. Peter Oliver
Phone: (406)-586-5813

Bozeman Bike Kitchen

2104 Industrial Drive
Bozeman, MT 59715
Contact: President, Sam Haraldson
Email: Sam@bozemanbikekitchen.org,
info@bozemanbikekitchen.org

**City of Bozeman
Parking Ticket Community Service Option**

Date of Service Request: _____ Clerk: _____

Citation Number: _____

License Plate Number: _____ State of Plate: _____

Responsible Party: _____

Registered Owner: _____

Email Address: _____

Mailing Address: _____

Daytime Phone Number: _____

Violation: _____ Time: _____

Location: _____ Fine Amount: \$60

Officer ID: _____ Number of Attachments:

I certify that I will complete the four hours of community service required to resolve the \$60 fine amount and submit a valid Certification of Completion within 90 days of notification of approval.

Signature of Responsible Party

Date

Failure to pay the citation, contest the citation, or complete a community service contract within 10 business days of issuance may result in an additional \$20 fee, fine increase up to \$300 and may result in immobilization and/or impoundment with related penalties, immobilization fees, towing fee, court costs and storage costs. The service agreement is only applicable to the \$60 fine amount and not additional fees or costs. Failure to complete approved service within 90 days will result in the addition of applicable late fees, and the Responsible Party no longer qualifying for the community service for a period of 12 months following the end of this 90 day period. Volunteer organization personnel must certify the community service hours on the sheet attached.

**City of Bozeman
Certification of Community Service Completion**

Citation Number: _____

License Plate Number: _____ State of Plate: _____

Responsible Party: _____

Registered Owner: _____

Email Address: _____

Mailing Address: _____

Daytime Phone Number: _____

Name of Service Provider: _____

Service Provider Phone Number*: _____ Date of Service Provided: _____

Number of Hours Completed (must be at least 4 in order to fulfill requirement): _____

Brief Description of Service Provided: _____

I certify that I have completed the four hours of community service required to resolve the \$60 fine amount with approval of a community service provider.

Signature of Community Service Supervisor

Date

Signature of Responsible Party

Date

**Service completion subject to verification with provider.*

The full four hours are required to resolve the citation. You will not receive partial credit for an insufficient number of hours and failure to complete the full amount will result in the contract considered incomplete and additional fees may be applied.