

Good evening madam mayor, councilpersons. I'm Keith Shillington, I reside at 1928 Leucadia Scenic Court, own a small coffeehouse at the corner of 2nd and E Streets, and frequently park, sometimes multiple times in the day, on 2nd Street.

I come to you before about inefficiencies and systemic problems in the processing of paperwork at city hall. I'd like to acknowledge that I've seen some improvement. Improvement in this domain is clearly akin to westward travel; no matter how far west we go, we can keep going west.

On the 11th of December, upon leaving the coffeehouse at about a quarter past two, I found a parking violation notice adorning my car. I found this a little shocking, as I had made note of when I pulled in and knew I needed to be out by three to avoid such a citation.

On checking my records, I had a notable record of my timing; a receipt from my shopping run at Smart and Final with a 12:50 timestamp. Clearly I could not have parked until at least several minutes after that. The two hour limit would give me until just three o'clock. The citation noted the time as 1403 (2:03PM for the most of us).

I called, and requested the requisite forms to dispute the citation. The form came to me in the mail, I filled it out, and returned it with a photocopy of my receipt from Smart & Final. I subsequently received a letter dated January 5, 2009 indicating that the citation had been dismissed due to "One time courtesy dismissal."

OK, I'll play Japanese and allow for the saving of face, even though in my opinion, checking the box labeled "Officer Error" would have been more correct.

On January 9th, I received an "Official Courtesy Notice" dated January 6th indicating that (in all caps) NO RESPONSE TO THE ORIGINAL PARKING CITATION(S) HAS BEEN RECEIVED.

My request to you, esteemed city council:

Perform a complete systems audit. Find the overlaps and gaps. Streamline, modernize and coordinate city systems. Determine how it is that office Griffith made the error (I'm guessing that the chalking system isn't foolproof). Determine how it is that Leah Sorensen can send a dismissal letter on January 5th, and yet the Citation Processing Center in Huntington Beach generates a dunning notice the following day.

You're still wasting my money, and I'm getting annoyed.

Thank you in advance for bringing our city into the 21st century by implementing coordinated modern paperless systems.