



# Waukesha County Department of Parks and Land Use

## Automatic License Plate Reader (ALPR) System for Park Entrances Frequently Asked Questions

### Fast Facts about this Project

The Waukesha County Park System awarded Rekor Recognition Systems the bid for the Automated License Plate Reader (ALPR) camera system project in June 2021. The Park System installed cameras at park entrances and lake access sites to automatically capture all vehicles entering and exiting the site. This will increase user fee compliance, improve park security and effectively utilize staff time and talent for other priority park operations.

### What are the benefits to the Automatic License Plate Reader System?

The goals of the ALPR project are to increase user fee compliance, improve park security and effectively utilize staff time and talent for other priority park operations. The park system estimates there was approximately an 80% compliance rate when the hut was not staffed, therefore, installation of a license plate reader fee collection system is estimated to close the 20% compliance gap for user fee recovery while also reducing manual/staff time for collection and recovery of fees for improved use of staff time and talent to focus on our strategic and operational projects and priorities.

### What Waukesha County Parks will be receiving the Automatic License Plate Reader System?

The camera system installations were completed by August 2021 at Fox Brook, Fox River, Menomonee, Minooka, Mukwonago, Muskego, Naga-Waukee, and Nashotah Parks. The lake access site camera system installations or mobile camera enforcement systems were completed by January 2022 at Nagawicka, Nemahbin, Pewaukee, and School Section Lakes. Annual Park Entrance Stickers or annual Lake Access Stickers can be purchased anytime online or during normal business hours at the Park System Administration Center and Retzer Nature Center.

### When will the Automatic License Plate Reader System be implemented?

The ALPR project bid was awarded to Rekor Recognition Systems in June 2021. The installation of the camera systems at park entrance huts ran throughout August 2021. Park staff implemented and tested systems throughout September and November 2021. Additional camera systems will be installed at lake access sites in 2022. Online fee collection began November 26, 2021 for annual stickers and November 29, 2021 for daily entrances.

### When will I see changes in the parks?

Park patrons saw changes to the park entrance huts with the installation of the camera systems and transitions of pay tanks from June 2021 throughout January 2022.

### How will this change my visits to Waukesha County Parks?

As before, the park system will still require all vehicles entering a fee-based park or lake access site to have a valid daily or annual entrance sticker permit for their vehicle(s). Beginning November 26, 2021, visitors were required to register their vehicle license plate(s) online when purchasing their annual entrance permit, and beginning November 29, 2021, visitors were required to register their vehicle license plate(s) online when purchasing their daily entrance permit. Patrons also have the option to pay in-person at the Waukesha County Parks and Land Use Administration Office at 515 W. Moreland Blvd., Waukesha, WI 53188 or at Retzer Nature Center at S14W28167 Madison St., Waukesha, WI 53188. Entrance fees and sticker sales will no longer be collected in the pay tanks, by park staff at the entrance hut, or in the park office. Visitors must pay the appropriate entrance fee(s) within 5 days of visit to avoid an entrance fee violation ticket.

### How does the Automatic License Plate Reader (ALPR) System technology work?

All vehicles entering a park or lake access site with the ALPR system will automatically have their vehicle's license plate recorded. Patrons will be required to register their vehicle license plate(s) when purchasing their daily or annual entrance permit. The system will automatically reconcile what vehicles have paid their entrance fee. Any visitors that do not pay within 5 days of their visit will be flagged and sent an entrance fee violation ticket.

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### **Will this change the entrance fees/costs?**

Park fees and lake access fees remained the same in 2022 as the previous year. The 2022 Annual Stickers went on sale online on November 26, 2021.

#### **Daily Park Entrance Vehicle Fees:**

- Car: \$6.00/day
- Bus (11+ passengers): \$25.00/day

#### **Annual Park Entrance Stickers:** Valid January 1 – December 31, 2022.

- Single (1) Regular Sticker: \$35
- Double (2) Regular Stickers Package: \$55
- Single (1) Senior (Age 60+) Sticker: \$17
- Double (2) Senior Stickers Package: \$29
- Single (1) Disabled Vet / Former POW Sticker: \$17
- Double (2) Disabled Vet / Former POW Stickers Package: \$29

#### **Daily Launch Vehicle Fees:**

- Carry-in: \$7.00/day
- Trailered: \$9.00/day

#### **Annual Lake Access Stickers:** Valid January 1 – December 31, 2022.

- Single (1) Regular Lake Access Sticker: \$90
- Double (2) Regular Lake Access Stickers Package: \$135

### **What happens if I do not pay to enter a park or lake access site with the Automatic License Plate Reader System?**

Any visitors that do not pay within 5 days of their visit (including the day of visit) will be flagged and sent a violation ticket in the mail.

### **How will the enforcement process work?**

The ALPR system automatically records all vehicle license plates entering a site where a fee is required. Patrons are required to pay within 5 days of their visit to avoid a violation ticket. Vehicle license plate(s) will be recorded in the ALPR System when daily or annual park entrance or lake access permit(s) are purchased. Any vehicle plate not registered in the system within 5 days of their visit will be flagged and sent an entrance fee violation ticket.

#### **Violation Fees and Process:**

1. 1<sup>st</sup> Notice of Violation = Complete one of these payments options online (due within 14 days):
  - Pay \$35 for Annual Park Entrance Permit
  - Pay \$90 for Annual Lake Access Permit
  - Pay \$12 for one day Park Entrance Permit
  - Pay \$16 for one day Lake Access Permit
2. Failure to Pay 1<sup>st</sup> Notice of Violation = Final Notice of Violation. Complete payment online (due within 14 days):
  - Pay \$50
3. Failure to Pay Final Notice of Violation = Municipal Citation and Waukesha County Court Referral
  - Municipal Citation of \$200.50 Issued and Court Date Scheduled

If you receive a notice of violation and have questions, please email [parksinfo@waukeshacounty.gov](mailto:parksinfo@waukeshacounty.gov). Please note, Waukesha County cannot accept payment for 1<sup>st</sup> and Final Notice of Violation as this automated enforcement is conducted by a third party.

### **Will the Automatic License Plate Reader System replace workers?**

The ALPR system will not replace workers but will redirect work and allow the park system to use the time and talent of staff for other priority park projects.

### **How is my information / license plate being used? Who has access to the recorded information?**

License plate information is collected and securely stored for both the online fee system and on-site camera system. The data is used to identify vehicles that enter the sites without paying the required entrance fees and will only be accessed to obtain the vehicle's registered username and address by staff that have received the required training from the Wisconsin Department of Justice and are authorized users of the eTime system.

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### **How do I purchase a Daily Permit or Annual Park Entrance Sticker?**

Park Admission can be purchased online at [www.waukeshacounty.gov/parkentry](http://www.waukeshacounty.gov/parkentry). The pay tanks at the parks and lake access sites are no longer be in use.

- Patrons could purchase 2022 annual stickers online beginning on November 26, 2021
- Patrons could purchase daily park entrance permits online beginning on November 29, 2021
- Patrons could purchase daily lake access permits online beginning on December 6, 2021

Patrons will need to provide accurate license plate numbers when purchasing stickers or daily permits using all caps, no spaces, and no hyphens, e.g., ABC123. The online system helps to ensure that customer profiles contain accurate information. Patrons will also have the option to pay in-person at the Waukesha County Parks and Land Use Administration Office located at 515 W. Moreland Blvd., Waukesha, WI 53188 or at Retzer Nature Center at S14W28167 Madison St., Waukesha, WI 53188 during normal business hours.

### **How was the project funded?**

The project is funded directly through the annual Park System operating budget.

### **How do I purchase a sticker for someone else if I do not know their vehicle license plate number?**

License plate information is critical, as [Automatic License Plate Reader System](#) cameras will read the information for entry compliance. If you are purchasing a sticker as a gift and don't know the recipient's license plate number, please consider purchasing a [GIFT CARD](#) instead and ask the recipient to purchase their sticker.

### **Where do I place my sticker(s)?**

Completely remove backing pieces and fully affix sticker by its own adhesive to the inside, lower driver's side corner windshield. The sticker is otherwise invalid. No exceptions. The stickers for the two-vehicle package can be placed on either vehicle. Retain backing as proof of purchase.

### **How do I get a Replacement Sticker for a new vehicle or a new windshield?**

If you are planning on replacing your vehicle or need a new windshield installed, be sure to scrape off the current year sticker and retain the remnants. Next, fill out the [Annual Sticker Replacement Form](#), follow the instructions and mail it to Park System Guest Services. We cannot replace lost, stolen, or misplaced stickers.

### **How do I update my license plate information if I get a new license plate or new a vehicle?**

Please contact Guest Services to have your account information updated with accurate license plate information in our system to avoid a violation ticket. Park System Guest Services Business Hours: M-F, 8-4:30 pm (excluding Holidays). Phone: (262) 548-7801 Email: [parksinfo@waukeshacounty.gov](mailto:parksinfo@waukeshacounty.gov)

### **Does my State of Wisconsin Admission Sticker work in Waukesha County?**

No, Wisconsin's state park stickers are not valid for Waukesha County Park entry. Wisconsin state properties require [Wisconsin State Park System vehicle admission stickers](#) and will need to be purchased separately.

### **Where can I find out more information about this project?**

For more information about this project, visit [www.waukeshacounty.gov/currentparkprojects/#ALPR](http://www.waukeshacounty.gov/currentparkprojects/#ALPR). For questions or comments, you can call Waukesha County Park System at (262) 548-7803.

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