



City of Santa Barbara California

PLANNING COMMISSION STAFF REPORT

REPORT DATE: March 12, 2015
AGENDA DATE: March 19, 2015
PROJECT ADDRESS: 800 Alvarado Place (MST2007-00140)
 Belmond El Encanto Hotel
TO: Planning Commission
FROM: Planning Division, (805) 564-5470, extension 4560
 Renee Brooke, AICP, Senior Planner *RLB*
 Kathleen Kennedy, Associate Planner *KK*

I. INTRODUCTION

On September 4, 2014, the Planning Commission reviewed a Substantial Conformance Determination (SCD) request from Belmond El Encanto to allow hotel employees to park at an approved off-site parking lot rather than onsite as required by Condition of Approval A.7. of Resolution No. 057-04. After much discussion, the Commission collectively suggested that, prior to a decision by staff on the requested SCD, the applicant return to the Planning Commission within 90 days with a complete and comprehensive employee parking management plan. The staff report and minutes from the September 4, 2014 hearing are attached (see Exhibit A). Although the Planning Commission requested that the applicant return within 90 days, additional time was needed in order for the applicant to submit written documentation and monitoring reports.

The purpose of this hearing is to allow the Planning Commission and public to provide additional input on whether or not the revised Employee Parking Management Program is in Substantial Conformance with the intent of Planning Commission Condition of Approval A.7.

II. DISCUSSION

Since the September 4, 2014 Planning Commission hearing, observations by staff indicate that hotel management has been effective in enforcing their policy requiring employees to park in the off-site lot at 21 E. Constance Avenue rather than on surrounding streets. The 40 spaces allocated to the hotel in the off-site parking lot have been observed to be near or at capacity on numerous occasions. In addition, staff has not received any formal complaints regarding parking from the neighbors.

Employee Parking Management Program

As requested, the applicant submitted a revised Employee Parking Management Program on January 29, 2015 (see Exhibit B). Using the same list of necessary program components from the September 4, 2014 staff report, staff has summarized (in bold italics) how each item has been addressed by the applicant to-date.

1. Documentation:

- a. Management must maintain a current list of each employee's typical transportation modes (e.g., bus, bicycle, vehicle). ***Management maintains a current list. The information is summarized in a "Parking Registration Information" list that is included in the monthly reports submitted to the City.***
- b. Management must maintain a list of employees and their vehicles so that the vehicles can be easily identified (e.g., make, model, color, license plate). ***The Parking Registration Information list includes this information. This information is used by security staff to identify employee vehicles.***
- c. All employees who drive to work must have a numbered El Encanto parking sticker permanently affixed to their vehicle. ***All employees who use a vehicle are issued a parking decal. It is mandatory for all employees to properly display the decal.***
- d. Management must maintain a list of employees/ vehicles allowed to park onsite. ***The Parking Registration Information list includes this information. Managers, supervisors and carpoolers are allowed to park onsite. Carpoolers are provided with a carpool pass to place on the dashboard.***
- e. Management must maintain a list of employees/ vehicles that park at the proposed off-site (church) location. ***The Parking Registration Information list includes this information. Employees sign the shuttle sign-in sheet when using the off-site parking lot. The shuttle sign-in sheets are included in the monthly reports submitted to the City.***
- f. Provide a copy of the parking agreement between the church (or other locations) and the hotel. ***The parking agreement (and addenda) between the church and the hotel are attached to the Employee Parking Management Program.***
- g. Provide information on alternative locations for when the church spaces are not available due to church special events. ***When spaces are not available on the church lot, employees are directed to park on the hotel site. On occasion, hotel management may purchase commuter lot parking permits from the City. Management has been looking for alternative off-site parking locations and will continue to do so.***

2. Education:

- a. Management must educate all employees regarding the parking options (e.g., no parking on neighborhood streets, parking available at church lot, shuttle schedules, ride share/ car pool programs). Provide copies of the educational materials. ***The educational materials are included in the Employee Parking Management Program. The materials include the options available to employees (i.e., off-site parking, carpools, MTD), parking and entrances policies, shuttle schedule, and rideshare benefits.***
- b. All employees must be told that they will be held accountable for complying with

the parking plan. Provide employees with the written policy that prohibits employees from parking on neighboring streets and establishes penalties for failure to comply. ***The written policies and penalties are provided in the Employee Parking Management Program. If an employee vehicle is parked on a surrounding street, and it is the first infraction, the employee is required to sign a Corrective Action Form. A second infraction results in termination.***

3. Monitoring:

- a. The neighboring streets must be patrolled throughout each day with a current vehicle list used to identify employees parking on neighboring streets. The patrolling area must be identified either on a map exhibit or described in the plan and must include Alvarado Place, Mission Ridge Rd., Lasuen Rd., El Encanto Rd., San Carlos Rd., Mira Vista Ave., Moreno Rd., Paterna Rd., and Alameda Padre Serra between E. Pedregosa St. and Moreno Rd. ***The Employee Parking Management Program describes the patrolling procedures and the areas listed above (except Paterna Road) are shown on the patrol map. The Security Department maintains a daily Employee Parking Enforcement Log, which lists the time, location, license number, color, make and model of all vehicles parking on the surrounding streets. The log also includes whether the vehicle belongs to an employee, a neighbor, or is unknown. Photographs of the vehicles and/or streets are included.***
- b. Security personnel shall monitor property entrances at shift changes to determine whether employees are parking vehicles on the street, or whether they live nearby or take the bus. ***The Employee Parking Management Program describes the patrolling procedures, which include monitoring property entrances at shift changes.***
- c. Management shall maintain a daily log of employees parking onsite (including vehicles, bicycles, motorcycles), using the off-site parking lot/ shuttle van, using the bus, walking or being dropped off. ***Management maintains a current list of each employee's typical transportation modes. Employees sign the shuttle sign-in sheet when using the off-site parking lot.***
- d. Parking stickers shall be mandatory for all employee vehicles parked onsite and at the off-site parking lot. This requirement shall be monitored. ***All employees who use a vehicle are issued a parking decal. It is mandatory for all employees to properly display the decal. Security Department staff confirms that all parking decals are properly displayed.***

4. Enforcement:

- a. Provide procedures for non-compliance with employee parking management plan. ***The Employee Parking Management Program describes the procedures for non-compliance. If an employee vehicle is parked on a surrounding street, and it is the first infraction, the employee is required to sign a Corrective Action Form. A second infraction results in termination.***

5. Reporting:
 - a. Provide monthly reports to City staff demonstrating the effectiveness of the employee parking management plan until such time that the City deems it to be no longer necessary. *Monthly reports have been submitted to City staff for September 2014 through January 2015. Thus far, each report has been submitted to the City in a large binder. Due to the size of the reports, only the summary sheets are attached to this staff report (see Exhibit C). Beginning in March, reports will be submitted electronically. See discussion below for more information about monthly reports.*
 - b. Monthly reports shall summarize the daily logs of employees parking onsite (including vehicles, bicycles, and motorcycles), using the off-site parking lot/shuttle van, using the bus, walking or being dropped off. *The monthly reports include a summary sheet, a Parking Registration Information list, daily Security Department Employee Parking Enforcement Logs (including photographs and/or correspondence), and Team Member Shuttle Sign-In Sheets.*
 - c. Monthly reports shall account for all employees, including part-time and contract employees. *The monthly reports account for all employees, including part-time and contract employees.*
 - d. Monthly reports shall include enforcement actions taken for non-compliance and details on how issues have been resolved. *Each monthly report includes a sheet that summaries any enforcement actions that were taken, any applicable correspondences, and details on how issues have been resolved.*

Planning Commission Comments

On September 4, 2014, the Commission provided the following comments to the applicant in order to better advise staff in considering the SCD request. Staff's responses are in bold italics.

1. The patrolling area should include Alameda Padre Serra to the west of Orpet Park. *Hotel management decided to not include this area because it does not appear to be an area used by employees. This is also the case with Paterna Road. If complaints are received in these areas, or others, the hotel management will be required to include these areas.*
2. The hotel should participate in surveys by SBCAG Traffic Solutions on an on-going basis. *The parking program encourages employees to register with Traffic Solutions.*
3. The hotel management should look into hand-held technology for monitoring employee vehicles. *Hotel management has decided to not pursue this option because it was determined not to be cost effective.*
4. The 30-day notice to City upon termination of the off-site parking lot agreement is insufficient. *The Employee Parking Management Program states that hotel management will provide a 60-day advance notice to the City.*

5. Local hotel management should involve upper management/owners in addressing the employee parking issue and solutions. *Upper management/owners have been included in the process of addressing the employee parking issue and solutions.*
6. Include information about employees who use MTD or walk to the off-site parking lot. *Management maintains a current list of each employee's typical transportation modes. Employees who use MTD are provided MTD passes and submit used passes to secure new passes each month. All users of the off-site parking lot sign the Shuttle Sign-in Sheet.*
7. An updated parking demand study should be prepared to understand peak parking needs. *Hotel management submitted a parking demand study. See discussion below.*
8. Staff shall provide information on options to enforce the parking management plan and, if necessary, consequences of non-compliance. *See discussion below.*

Monthly Reports

As stated above, the monthly reports submitted to staff by the hotel management include a summary sheet, a Parking Registration Information list, daily Security Department Employee Parking Enforcement Logs (including photographs and/or correspondence), and Team Member Shuttle Sign-In Sheets. Due to the large size of the reports, future reports will be accepted electronically. Thus far, the monthly reports indicate that the Employee Parking Management Program has been effective. In September, six employees violated the parking policy and were given a warning. As a result, one employee resigned. In October, four employees violated the parking policy and were given a warning. In November, five employees violated the parking policy. As a result, two employees were terminated and two employees resigned. In December, one employee violated the parking policy and was given a warning. In January, no employees violated the parking policy.

Employee Parking Demand Study

The applicant prepared an employee parking demand study that covered eight days in October 2014 (October 6-12 and 18), which is typically a busy period for the hotel (see Exhibit D). The study documents the number of parking spaces on the hotel site and off-site church lot used by employees at any given hour of the day during that time period. The study shows that the greatest overall demand for employee parking occurred between 12 noon and 3 pm. The greatest demand for church lot parking was between 1:00 pm and 3:00 pm each day when the 40 church parking spaces were shown to be full or near full. On Sunday when only 20 parking spaces were available to the hotel, the church lot was full between 9:00 am and 1:00 pm.

If the church lot spaces are full or if there is a special church event, hotel management directs employees to park on the hotel site. Although the study assumes 100 parking spaces available on the hotel site, at least 25 additional vehicles can be accommodated at times of extraordinary peak need through more efficient tandem parking configurations. The study does not include the parking demand for hotel guests although it does show the number of available spaces after employee demand is met. Hotel management has stated that on-going parking adjustments are made in order for the hotel to accommodate parking for both employees and hotel guests. This has been accomplished on occasion through the purchase of parking permits from the City. In

conclusion, the study shows that parking is available for employees at all times during the day at either the hotel site or the off-site church lot.

City Enforcement

Should the Substantial Conformance Determination request be approved, Staff anticipates requiring a recorded Condition of Approval to ensure long-term compliance with the Employee Parking Management Program. The draft condition describes the necessary components of the parking program and includes provisions for addressing violations (see Exhibit E).

III. CONCLUSION

As discussed above, the revised Employee Parking Management Program addresses the crucial information requested by staff and the Planning Commission and it has proven to be effective in meeting the intent of the condition, which is to prevent employees from parking on surrounding streets.

Staff recognizes the additional effort made by hotel management and resulting improvements in the neighborhood since the last hearing. Continued compliance with the parking program will require vigilance on the part of hotel management, especially when the busy spring and summer seasons begin. Staff believes that the use of the off-site parking lot is a good solution for employee parking and the parking program has the potential to be very effective over the long term. Therefore, staff believes that the revised Employee Parking Management Program is in Substantial Conformance with the intent of Condition of Approval A.7.

Exhibits:

- A. Planning Commission Staff Report (without Exhibits) and Minutes, September 4, 2014
- B. Employee Parking Management Program (January 29, 2015)
- C. Parking Monitoring Report Summaries (September 2014 – January 2015)
- D. Employee Parking Demand Study
- E. Draft Condition of Approval



City of Santa Barbara California

PLANNING COMMISSION STAFF REPORT

REPORT DATE: August 28, 2014
AGENDA DATE: September 4, 2014
PROJECT ADDRESS: 800 Alvarado Place (MST2007-00140)
Belmond El Encanto Hotel
TO: Planning Commission
FROM: Planning Division, (805) 564-5470, extension 4560
Renee Brooke, AICP, Senior Planner
Kathleen Kennedy, Associate Planner

I. INTRODUCTION

The Belmond El Encanto Hotel received approval from the Planning Commission for a Master Plan in 2004 and a Revised Master Plan in 2009. Condition of Approval A.7, of Planning Commission Resolution No. 057-04, states that employees must park onsite (see Exhibit A). The current proposal is a Substantial Conformance Determination request to allow hotel employees to park at an approved off-site parking lot rather than onsite. The purpose of the hearing is to receive input from the Planning Commission and the public regarding the request. Staff will make the final determination as to whether or not the proposal is in substantial conformance with the approved project; therefore, no action on the part of the Planning Commission is required.

II. BACKGROUND

The Planning Commission approved a Master Plan for the El Encanto Hotel in 2004 that consisted of five new cottages containing nine new guest rooms (increasing the number of rooms from 88 to 97), a 2,251 square foot expansion and remodel of the main building, the onsite relocation of three historic cottages, the exterior alteration of four cottages, the interior renovation of all existing buildings, the reconfiguration of the parking areas, the removal of the tennis court and other site improvements. The project met the Zoning Ordinance requirement of one parking space per guest room, resulting in 97 spaces.

When the Planning Commission approved the Master Plan for the El Encanto Hotel in 2004, it included the following Condition of Approval A.7: "*Employee Parking. Employees shall be required to park their vehicles on-site.*" This condition was placed on the project specifically to address a concern about potential impacts associated with employees parking on the streets in the surrounding residential neighborhood. This condition was included in the CC&Rs for the project, which were recorded in 2006.

In 2009, the Planning Commission approved a Revised Master Plan that consisted of additional changes to the property including new operations/back of house buildings above a new

underground parking garage in the northwest corner of the site; five new cottages to replace the existing cottages in the northeast corner above a new underground parking garage; a new swimming pool with a fitness center below and other site improvements. The total number of guest rooms remained at 97. Transportation Planning staff required the project to meet the peak parking demand by providing 100 spaces onsite. The employee parking condition described above remained in effect.

III. DISCUSSION

The hotel closed for renovations in September of 2006. Upon re-opening in March of 2013, hotel management initiated a rideshare program that included incentives for employees to use alternative modes of transportation, such as the MTD bus, carpooling, biking and walking. The hotel management also looked into the availability of off-site parking lots because it was clear that there were not enough parking spaces onsite to accommodate all employees and hotel guests. Prior to re-opening, the hotel management purchased 50 parking passes from the Downtown Parking Division for employees to use the commuter lot at the corner of Carrillo and Castillo Streets in an attempt to have employees shuttled to the site. However, due to the distance from the hotel, employees did not use the lot. Subsequently, the hotel management entered into an agreement with the First Presbyterian Church located at 21 E. Constance Avenue to use a portion of their parking lot for employee parking. This agreement has been in effect since October 1, 2013. The hotel management purchased a van to shuttle employees to and from the parking lot throughout the day.

Despite initial efforts made by the hotel management, when it re-opened in March of 2013, City staff began receiving numerous complaints from neighbors about employees parking on public streets in the vicinity of the hotel. City staff investigated the concerns and also observed employees parking on surrounding streets.

City staff has had many conversations and meetings with hotel representatives in an effort to assist them in addressing the issue of employees parking in the neighborhood. Because the issue was not sufficiently resolved, staff sent hotel management a letter in May 2014 requiring the submittal of a Substantial Conformance Determination request, indicating that this would be the appropriate process to consider use of the off-site parking lot as an alternative to employees parking onsite. Staff also requested that they submit a comprehensive employee parking management plan that included enforcement, reporting and monitoring components, as these would be necessary in order to comply with the intent of the condition of approval. In response, the applicant submitted additional information by the requested deadline; however, the submittal was incomplete, so staff followed up with another letter in July 2014. The applicant has since responded with an updated letter (see Exhibit B).

While 100 parking spaces are shown on the approved plans, the applicant indicates that a total of 121 vehicles can be accommodated on site. The Alvarado parking garage in the northwest corner can accommodate 46 vehicles, the Mission Ridge parking garage in the northeast corner can accommodate 55 vehicles, the entry drive to the Mission Ridge garage can accommodate 15 spaces and there are 5 spaces at the entry court. The hotel uses a valet system for all guests and tandem parking is utilized in the garages.

It is estimated that there were approximately 98 people employed at the hotel when it closed in 2006 for renovations. In the Master Plan and Revised Master Plan proposals, the applicant

indicated that there would be no increase in employees. However, currently, there are 154 full-time employees and 61 part-time employees. According to the applicant, during the peak season, the maximum number of employees working during the busiest shift on a weekend is 71, and 54 on weekdays.

Employee Parking Management Plan

In our May 22, 2014 letter, staff provided the applicant with an outline of the items that, at a minimum, should be included in the comprehensive employee parking management plan. The comments below (in italics) summarize how each of the items has been addressed by the applicant to-date.

1. Documentation:
 - a. Management must maintain a current list of each employee's typical transportation modes (e.g., bus, bicycle, vehicle). *This list has been provided to staff.*
 - b. Management must maintain a list of employees and their vehicles so that the vehicles can be easily identified (e.g., make, model, color, license plate). *This list has been provided to staff, without employee names and license plate numbers.*
 - c. All employees who drive to work must have a numbered El Encanto parking sticker permanently affixed to their vehicle. *A permanent sticker program was recently implemented.*
 - d. Management must maintain a list of employees/ vehicles allowed to park onsite. *This list has been provided to staff.*
 - e. Management must maintain a list of employees/ vehicles that park at the proposed off-site (church) location. *This list has been provided to staff.*
 - f. Provide a copy of the parking agreement between the church (or other locations) and the hotel. *The agreement has been provided to staff.*
 - g. Provide information on alternative locations for when the church spaces are not available due to church special events. *This has not been provided.*
2. Education:
 - a. Management must educate all employees regarding the parking options (e.g., no parking on neighborhood streets, parking available at church lot, shuttle schedules, ride share/ car pool programs). Provide copies of the educational materials. *The materials have been provided to staff.*
 - b. All employees must be told that they will be held accountable for complying with the parking plan. Provide employees with the written policy that prohibits employees from parking on neighboring streets and establishes penalties for failure to comply. *Additional information on enforcement should be included.*
3. Monitoring:
 - a. The neighboring streets must be patrolled throughout each day with a current

vehicle list used to identify employees parking on neighboring streets. The patrolling area must be identified either on a map exhibit or described in the plan and must include Alvarado Place, Mission Ridge Rd., Lasuen Rd., El Encanto Rd., San Carlos Rd., Mira Vista Ave., Moreno Rd., Paterna Rd., and Alameda Padre Serra between E. Pedregosa St. and Moreno Rd. *The patrolling procedure is not adequately defined.*

- b. Security personnel shall monitor property entrances at shift changes to determine whether employees are parking vehicles on the street, or whether they live nearby or take the bus. *See above.*
 - c. Management shall maintain a daily log of employees parking onsite (including vehicles, bicycles, motorcycles), using the off-site parking lot/ shuttle van, using the bus, walking or being dropped off. *The use of a daily log has not been addressed.*
 - d. Parking stickers shall be mandatory for all employee vehicles parked onsite and at the off-site parking lot. This requirement shall be monitored. *A permanent sticker program was recently implemented.*
4. Enforcement:
- a. Provide procedures for non-compliance with employee parking management plan. *The discipline procedure is not adequately defined.*
5. Reporting:
- a. Provide monthly reports to City staff demonstrating the effectiveness of the employee parking management plan until such time that the City deems it to be no longer necessary. *This has not been addressed.*
 - b. Monthly reports shall summarize the daily logs of employees parking onsite (including vehicles, bicycles, and motorcycles), using the off-site parking lot/ shuttle van, using the bus, walking or being dropped off. *This has not been addressed.*
 - c. Monthly reports shall account for all employees, including part-time and contract employees. *This has not been addressed.*
 - d. Monthly reports shall include enforcement actions taken for non-compliance and details on how issues have been resolved. *This has not been addressed.*

As shown above, crucial information on how the proposed employee parking management plan will be enforced, monitored and reported to the City is lacking. Given the complaints received from the neighbors and observations by staff since the hotel re-opening, the parking program has not yet proven to be completely effective in meeting the intent of the condition. However, recent observations by staff indicate that significant improvements have been made, especially along the Mission Ridge Road.

Off-Site Parking Lot

In a separate application to staff, the First Presbyterian Church at 21 E. Constance Avenue requested and received a Substantial Conformance Determination to allow up to 40 parking spaces in the lot to be leased to outside entities. Staff was able to find this request in Substantial Conformance with the church's existing Conditional Use Permit (CUP) because the existing 201 space parking lot has a surplus of parking spaces while providing adequate parking for the allowed uses under the CUP.

IV. CONCLUSION

Although staff believes that the use of the off-site parking lot is a good solution for employee parking and the parking management plan has the potential to be very effective, immediate enforcement and regular monitoring on the part of the hotel management is needed to eliminate the problem of employees parking on the surrounding public streets. Staff will not be ready to approve the Substantial Conformance Determination request until the applicant has satisfactorily addressed the required components of the management plan, and enforcement and monitoring reports verify compliance with the plan for a consistent number of weeks or months. Should staff not find the request in substantial conformance with the original condition of approval, and any alternate solutions not result in compliance with the condition, enforcement actions on the part of the City would necessarily have to commence.

V. RECOMMENDATION

Staff requests that the Planning Commission provide input on whether or not the proposed employee parking management plan, which includes use of an off-site parking lot, is in Substantial Conformance with the intent of Condition of Approval A.7 discussed above.

Exhibits:

- A. Planning Commission Resolution No. 057-04
- B. Substantial Conformance Determination Request, dated August 22, 2014



City of Santa Barbara Planning Division

PLANNING COMMISSION MINUTES

September 4, 2014

DISCUSSION ITEM

ACTUAL TIME: 3:12 P.M.

RECUSALS: As Board Members of the Riviera Association, to avoid any actual or perceived conflict of interest, Commissioners Lodge and Thompson recused themselves from hearing this item. Both Commissioners did not return to the dais after the recess.

APPLICATION OF TRISH ALLEN, SUZANNE ELLEDGE PLANNING & PERMITTING SERVICES, AGENT FOR BELMOND EL ENCANTO, ORIENT EXPRESS HOTELS, 800 ALVARADO PLACE, APN 019-170-022, R-2/4.0/R-H: TWO FAMILY RESIDENTIAL/ 4 UNITS PER ACRE/ RESORT-RESIDENTIAL HOTEL ZONES, GENERAL PLAN DESIGNATION: LOW DENSITY RESIDENTIAL (MAX 3 DU /ACRE) (MST2007-00140)

The Belmond El Encanto Hotel received approval from the Planning Commission for a Master Plan in 2004 and a Revised Master Plan in 2009. Condition of Approval A.7, of Planning Commission Resolution No. 057-04, states that employees must park onsite. The current proposal is a Substantial Conformance Determination request to allow hotel employees to park at an approved off-site parking lot rather than onsite. The purpose of the hearing is to receive input from the Planning Commission and the public regarding the request. Staff will make the final determination as to whether or not the proposal is in substantial conformance with the approved project; therefore, no action on the part of the Planning Commission is required.

Case Planner: Kathleen Kennedy, Associate Planner

Email: KKennedy@SantaBarbaraCA.gov

Phone: (805) 564-5470, ext. 4560

Kathleen Kennedy, Associate Planner, gave the Staff presentation.

Trish Allen, Suzanne Elledge Planning & Permitting Services, introduced Elizabeth Fajardo, Director of Human Resources, Belmond El Encanto, who gave the Applicant presentation.

Chair Schwartz opened the public hearing at 4:07 P.M.

The following people expressed concerns about hotel employees parking in the neighborhood:

1. Beverly Johnson Trial
2. Lynda Courtney
3. Matt Hall
4. Trevor Martinson
5. Greg Parker
6. Lalla Brutoco
7. Nan Bedford
8. John Bedford
9. Sheri Parker
10. Shelly Bookspan, Riviera Association President
11. Susan Cappiello, provided a letter expressing concerns about the employee parking problem.

Louise Komp, whose Mira Vista St. property shares an easement with the hotel, wants assurance that access to the three land-locked homes will remain.

With no one else wishing to speak, the public hearing was closed at 4:32 P.M.

Commissioner Schwartz called for a recess at 6:15 P.M. and reconvened the meeting at 6:24 P.M.

The Commission collectively suggested that, prior to a decision by staff on the requested Substantial Conformance Determination, the Applicant return to the Planning Commission within 90 days with a complete and comprehensive employee parking management plan, and provided the following suggestions:

1. The patrolling area should include Alameda Padre Serra to the west of Orpet Park.
2. The hotel should participate in surveys by SBCAG Traffic Solutions on an on-going basis.
3. The hotel management should look into hand-held technology for monitoring employee vehicles.
4. The 30-day notice to City upon termination of the off-site parking lot agreement is insufficient.
5. Local hotel management should involve upper management/owners in addressing the employee parking issue and solutions.
6. Include information about employees who use MTD or walk to the off-site parking lot.
7. An updated parking demand study should be prepared to understand peak parking needs.
8. Staff shall provide information on options to enforce the parking management plan and, if necessary, consequences of non-compliance.



EMPLOYEE PARKING MANAGEMENT PROGRAM

January 29, 2015

Table of Contents

1. Parking Policies
2. Education of Employees on Parking Policies and Procedures
3. Documentation Procedures
4. Monitoring/Enforcement Procedures
5. Reporting Procedures

Parking Policies

Belmond El Encanto promotes using alternative methods of transportation to/from work. The following options are available for employees:

OFFSITE PARKING: Employees are prohibited from parking on neighboring streets. Hourly Team members are required to park at an off-site lot at the First Presbyterian Church of Santa Barbara (FPC) located at 21 E. Constance Ave. Belmond El Encanto and FPC have entered into a contract to lease 40 parking spaces. On Sundays, our contract allows for the use of 20 parking spaces before 1pm then 40 spaces after 1pm. (**refer to attachment #1**). Shuttle service is provided to team members as an option to get to and from the church parking lot and hotel. MTD users may also use the Shuttle. The Shuttle operates seven days a week on 15-minute intervals. The Shuttle schedule times will vary based on operational needs. Currently, it is running from 5:15 a.m. to 10:00 p.m. Outside of the schedule, shuttle drivers can be contacted directly for transportation.

On occasions of anticipated parking overage or when the church parking is not available due to special events, employees will be directed to park at Belmond El Encanto's parking garage located off of Mission Ridge.

ONSITE PARKING: Managers and supervisors park on-site in the Mission Ridge parking garage.

MTD: Belmond El Encanto provides team members monthly passes at no charge. The pass is valued at \$52 and can also be used when they are not working.

CARPOOL: Employees are encouraged to share a ride with a colleague. Carpoolers are allowed to park onsite in the Mission Ridge parking garage. A \$50 gift card per month will be given to participants that carpool 80% of the time monthly.

WALK/DROP OFF/ BIKE/MOTORCYCLE/SCOOTER: Employees that walk or bike to work are entered in a monthly drawing to win a \$25 gift card. There is on-site parking available for motorcycles and scooters, and a bike rack is adjacent to building 37. Belmond El Encanto can accommodate 18 motor bike and bicycle spaces.

VANPOOL: Employees have the option of using a company issued vehicle when sharing a ride with a minimum of five colleagues.

Education of Employees on Parking Policies and Procedures

Human Resources informs expected visitors and applicants of the Parking Policies upon initial contact. As such, applicants will be directed to Valet Park until they are hired. They are informed that under **NO** circumstances are they to park on Alameda Padre Serra (APS) or the surrounding areas.

Upon hire, employees are provided with educational information, which includes:

- On-Site Parking Policy and Parking and Team Member Entrances Policies **(refer to attachment #2)**
- Team Member Shuttle Schedule **(refer to attachment #3)**
- RideShare Benefits **(refer to attachment #4)**

At this time, their vehicle information is registered and they are issued a numbered parking sticker. It is mandatory for all Belmond El Encanto employees to properly display the sticker on their vehicle whether parking on or off-site.

New employees begin their first day attending a two-day orientation. One of the topics is the hotel's parking restrictions, alternatives, and incentives to use an alternate means of transportation to work. Human Resources staff explains to the new hires the importance of being a good neighbor, having sensitivity to the surrounding residential neighborhood, and that parking is prohibited on the streets that surround the hotel.

Documentation Procedures

Human Resources and Security maintains a current list of each employee's method of transportation as well as a record of vehicle types and license plates. Those employees who drive their vehicle to work are assigned a parking permit number and are provided with a numbered parking sticker to permanently affix to their windshields to facilitate hotel security staff vehicle identification on-site, in the off-site lot, or on the street (**refer to attachment #5**).

Employees that take the shuttle to/from the employee parking lot are required to sign the Shuttle Sign-in Sheet (**refer to attachment #6**). This list is maintained daily.

Carpoolers are required to register with Human Resources by completing the Rideshare Registration form (**refer to attachment #7**). They are also instructed to place a special pass for their dash allowing them to park onsite (**refer to attachment #8**). They are encouraged to register with Traffic Solutions (www.trafficsolutionsonline.info) and use the Commuter Tracker Calendar to log their use of alternative modes of transportation. At the end of each month they print the Commuter Tracker Calendar, sign, and submit it to Human Resources in exchange for the incentive.

Monitoring/Enforcement Procedures

Belmond El Encanto has hired security staff dedicated to patrolling the neighboring streets to ensure that employees are in compliance with the parking program. The hotel's security staff conducts regular patrols of the property perimeter, four times a day implementing a variable schedule to eliminate predictability, as well as targeting shift changes in order to immediately rectify a potential parking infraction. The patrol route includes the following streets: Alvarado Place, Mission Ridge Rd., Lasuen Rd., El Encanto Rd., San Carlos Rd., Mira Vista Ave., Moreno Rd., and Alameda Padre Serra between East Pedregosa St. and Moreno Rd. as shown on the Patrol Map (**refer to attachment #9**). Each patrol route duration is approximately 45 minutes to one hour.

When the security officer observes a vehicle parked on the street, he/she notes the make/model/license plate of the vehicle and enters the information on the Security Department Employee Parking Enforcement Log (**refer to attachment #10**).

The Security officer will also look to see if the vehicle has an employee parking sticker adhered to the windshield. If an employee sticker is observed, the officer contacts the Human Resources Department immediately to alert the team member to move their vehicle. The team member is then written up and required to sign the Corrective Action Form to emphasize the seriousness of the infraction (**refer to attachment #11**). A second infraction of the parking policy results in termination.

If no sticker is observed, the vehicle model/make and license plate is compared to the employee vehicle registration list to determine if the vehicle belongs to a team member. Vehicles that are parking on the street that are not registered as employee vehicles are presumed to belong to a neighbor or a neighbor's guest. All employees who drive vehicles have registered their vehicles on the master registration list and have affixed the employee parking sticker to their windshields.

Reporting Procedures

Belmond El Encanto will submit a report to the City of Santa Barbara, Planning Division on a monthly basis. Reports will be submitted to the City the first week of each month for the previous month. The report will include the following: a summary of enforcement activities and any changes in procedures, the most current employee parking registration information (without employee names), daily Security Department Employee Parking Enforcement Logs, and daily Team Member Shuttle Sign-in Sheets.

Belmond El Encanto will provide monthly reports until such time that the City determines they are no longer necessary.

Belmond El Encanto will provide the City with a 60-day advance notice prior to termination of the parking lot use agreement with First Presbyterian Church of Santa Barbara.

Attachments:

1. Parking Lot Use Agreement and Addenda
2. On-Site Parking Policy & Parking and Team Member Entrances Policies
3. Team Member Shuttle Schedule
4. Rideshare Benefits
5. Parking Decal
6. Team Member Shuttle Sign-in Sheet
7. Rideshare Registration
8. Carpool Pass
9. Patrol Map
10. Security Department Employee Parking Enforcement Log
11. Corrective Action Form

Parking Lot Use Agreement

The First Presbyterian Church of Santa Barbara (FPC) and the El Encanto Hotel wish to enter into a mutually beneficial agreement to permit the employees of El Encanto to park their personal vehicles in the parking lot of FPC and for El Encanto to use its shuttle van to transport these employees between the FPC lot and the El Encanto. The specific terms of this agreement are further described as follows:

1. Parking by El Encanto personnel is permitted in designated spaces of the parking lot at FPC each day between the hours of 6:00am and midnight. El Encanto understands that the lighting in the FPC parking lot will be turned off at approximately 10:00pm each night.
2. During the period July 1, 2014 through October 31, 2014 and from June 1, 2015 through June 30, 2015, 40 parking spaces will be reserved for El Encanto employees each day except that there shall not be more than 20 El Encanto employee vehicles parked at FPC at any time during Sunday mornings until 1:00 PM.
3. During the period November 1, 2014 through May 31, 2015, 20 parking spaces will be reserved for El Encanto employees each day.
4. FPC will have the option to notify El Encanto with a minimum of 7 days advanced notice whenever special events are planned at FPC. Parking by El Encanto personnel will not be permitted between the hours on the date stated on such notice.
5. El Encanto agrees to indemnify and hold harmless FPC from and against all liability, loss or damage from any cause whatever, including the negligence (active or passive) of FPC, its officers, agents or employees, arising from the use of these facilities by El Encanto or its employees.
6. El Encanto shall provide Comprehensive Liability insurance against liability for bodily injury (including death) and property damage from occurrences on FPC property with single limits of \$1,000,000. Such policy shall name FPC as an additional insured, shall be primary and any other insurance available to FPC shall not be called on to contribute. Such insurance shall be evidenced by a certificate of insurance and endorsement furnished to FPC prior to the effective date of this agreement.
7. In recognition of the benefits of this agreement, El Encanto will donate to FPC at the rate of \$70.00 per day for the period July 1, 2014 through October 31, 2014 and June 1, 2015 through June 30, 2015 and the rate of \$35.00 per day for the period November 1, 2014 through May 31, 2015.
8. Payments of such donations to FPC are due by the last day of each month for parking spaces reserved during that month.

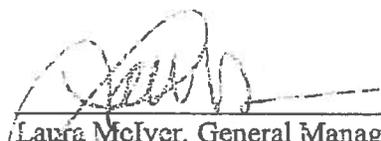
This agreement shall be effective beginning on July 1, 2014 and ending at midnight on June 30, 2015. The above terms may be modified by mutual written agreement at any time during this effective period. Either party to this agreement may cancel this agreement with 30 days prior written notice to the other party. El Encanto agrees to notify the City of Santa Barbara within 30 days following any termination of this agreement.

Agreed and accepted for:

First Presbyterian Church

El Encanto


Dave Ardell, Treasurer 6/2/14
Date


Laura McIver, General Manager 6/17/14
Date

**Addendum to Parking Lot Use Agreement
Dated July 1, 2014**

Between First Presbyterian Church of Santa Barbara (FPC)
and the El Encanto Hotel

The last paragraph of the Agreement shall hereby be revised as follows:

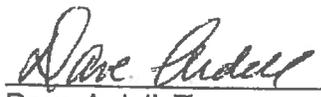
This Agreement shall be effective beginning on July 1, 2014 and ending at midnight on June 30, 2015. The above terms may be modified by mutual written agreement at any time during this effective period. Either party to this Agreement may cancel this Agreement with **60** days prior written notice to the other party. El Encanto agrees to notify the City of Santa Barbara within 30 days *prior to* any termination of this Agreement.

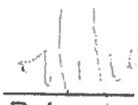
All other terms and conditions of the Agreement shall remain unchanged.

Agreed to and accepted by:

First Presbyterian Church

El Encanto Hotel

 7/1/14
Dave Ardell, Treasurer Date

 
Laura McIver, General Manager Date

**Addendum to Parking Lot Use Agreement
Dated November 1, 2014**

Between First Presbyterian Church of Santa Barbara (FPC)
and the El Encanto Hotel

Paragraph 2 of the Agreement shall hereby be revised as follows:

For the term of the Agreement, 40 parking spaces will be reserved for El Encanto employees each day except that there shall not be more than 20 El Encanto employee vehicles parked at FPC at any time during Sunday mornings until 1:00 PM.

Paragraph 3 of the Agreement shall be deleted in its entirety.

Paragraph 7 of the Agreement shall hereby be revised as follows:

In recognition of the benefits of this agreement, El Encanto will donate to FPC the rate of \$70.00 per day.

Paragraph 9 shall be added to the Agreement as follows:

El Encanto shall put into place policies and procedures to ensure compliance with the terms of this Agreement. Such policies and procedures are to include:

- a) Placing a staff member with a level of authority on the shuttle to ensure compliance by El Encanto employees
- b) Requiring the above-noted staff member to verify with each employee, as he/she boards the shuttle, the parking space used is allocated to El Encanto.

All other terms and conditions of the Agreement shall remain unchanged.

Agreed to and accepted by:

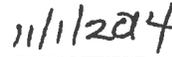
First Presbyterian Church

El Encanto Hotel


Dave Ardell, Treasurer


Date


Elizabeth Parado, Director of HR


Date

Subject: On-Site Parking Policy Page: 1 of 2

Issue/Revision Date: 9/25/2014

OBJECTIVE

To ensure that all managers, overnight team members and authorized carpoolers are fully aware of proper onsite parking protocols.

On-Site Parking Policy

If you are a team member who works overnight shifts, or if you are a manger or an authorized carpooler, you must park in the Mission Ridge garage in one of the **dark grey** spots indicated on the diagram below (30A-34C). Additionally, team members who use a motorcycle or moped to get to/from work, may park in the designated **grey** spots near the "housekeeping cage" on the left side of the Mission Ridge garage (21A-21B). As an alternative, moped users can park near the bike racks located behind Building #37.

Authorized carpoolers *must* be registered as such with Human Resources. You must carpool at least 80% of your shifts in order to be an authorized carpooler. You will need to enter your carpool usage on www.trafficsolutionsonline.info/ to verify your participation in the program. You will be given a special pass for your dash allowing you to park onsite and will be eligible for gift card rewards.

The etiquette that **MUST** be observed when parking on-site:

- Pull all the way forward in the front-most tandem parking spot.
- Make sure your Belmond El Encanto parking sticker is visible and placed on your driver side, bottom front window. (If you do not already have one, a parking sticker can be obtained from Human Resources.)
- Please leave your car key in the car so that people will not be blocked in and can move your vehicle if need be.

Under **NO** circumstances are you to park on Alameda Padre Serra (APS) or the surrounding areas. This is per the agreement between the hotel and city of Santa Barbara as part of Belmond El Encanto's use permit; no team member will park in the neighborhood, but in the designated parking areas assigned by Belmond El Encanto.

Any infractions to this parking policy will lead to disciplinary action up to termination.

By signing below, I hereby acknowledge that I have read the On-Site Parking Policy and understand that it is my responsibility to comply with this policy.

TEAM MEMBER SIGNATURE

DATE

Mission Ridge Garage

34C	34B	34A		H13
33C	33B	33A		H12
32C	32B	32A		H11
31C	31B	31A		H10
30C	30B	30A		H9
29C	29B	29A		
28C	28B	28A		H8
27C	27B	27A		H7
26C	26B	26A		H6
25C	25B	25A		H5
24C	24B	24A		H4
23C	23B	23A		H3
22C	22B	22A		H2
	21B	21A	H1	
HOUSEKEEPING				

Subject: Parking and Team Member Entrances Policies

Page: 1 of 1

Issue/Revision Date: 9/11/2014

OBJECTIVE

To ensure that all team members are fully aware of proper parking protocols and proper team member entrances.

Team Member Parking Policy

If you are a team member driving yourself to work, you have **ONLY** one option for parking: the designated spaces at the First Presbyterian Church lot located at 21 E. Constance Avenue, Santa Barbara, CA 93103. You must park in the rightmost row near the grey wall or in the spaces along the chain-linked fence. For your convenience, our shuttle is available to pick you up and drop you off to/from the church lot and our Mission Ridge Road entrance. The shuttle driver can be reached directly at (805) 705-5306.

If you are a carpooler, you **must** be registered as such with Human Resources. You will be given a special pass for your dash allowing you to park onsite.

Under **NO** circumstances are you to park on Alameda Padre Serra (APS) or the surrounding areas. This is per the agreement between the hotel and city of Santa Barbara as part of Belmond El Encanto's use permit; no team member will park in the neighborhood, but in the designated parking areas assigned by Belmond El Encanto.

If you do not already have one, a Belmond El Encanto parking sticker can be obtained from Security. This sticker needs to be placed on the lower driver's side window of your vehicle AND your vehicle must be registered with Security.

Any infractions to this parking policy will lead to immediate disciplinary action up to termination.

Team Member Entrances Policy

Regardless if you are dropped off by shuttle/family/friends or if you walk or bike to work, you **MUST** enter/exit the property via the Mission Ridge Road entrance. Under **NO** circumstances are you to enter/exit via the Alvarado Place entrance.

In addition, should you need to enter or exit the main lobby building, you must do so via the double doors to the right of the main entrance door. THE MAIN ENTRANCE DOOR IS FOR GUEST USE ONLY.

Any infractions to this entrances policy will lead to immediate disciplinary action up to termination.

By signing below, I hereby acknowledge that I have read the Parking and Team Member Entrances Policies and understand that it is my responsibility to comply with these policies.

TEAM MEMBER SIGNATURE

DATE

BELMOND EL ENCANTO TEAM MEMBER SHUTTLE SCHEDULE #3

First Presbyterian Church: 21 E. Constance Ave, Santa Barbara, CA 93105

Park in the right-most row near the cinderblock wall or forward at the chain-linked fence.

Do not park in front of the trash bins (4 parking spaces)

FIRST PRESBYTERIAN CHURCH LOT	MISSION RIDGE ROAD AT EL ENCANTO	FIRST PRESBYTERIAN CHURCH LOT	MISSION RIDGE ROAD AT EL ENCANTO
5:15am	5:22am	2:21pm	2:28pm
5:29am	5:36am	2:35pm	2:42pm
5:43am	5:50am	2:49pm	2:56pm
5:57am	6:04am	3:03pm	3:10pm
6:11am	6:18am	3:17pm	3:24pm
6:25am	6:32am	3:31pm	3:38pm
6:39am	6:46am	3:45pm	3:52pm
6:53am	7:00am	3:59pm	4:06pm
7:07am	7:14am	4:13pm	4:20pm
7:21am	7:28am	4:27pm	4:34pm
7:35am	7:42am	4:41pm	4:48pm
7:49am	7:56am	4:55pm	5:02pm
8:03am	8:10am	5:09pm	5:16pm
8:17am	8:24am	5:23pm	5:30pm
8:31am	8:38am	5:37pm	5:44pm
8:45am	8:52am	5:51pm	5:58pm
8:59am	9:06am	6:05pm	6:12pm
9:13am	9:20am	6:19pm	6:26pm
9:27am	9:34am	6:33pm	6:40pm
9:41am	9:48am	6:47pm	6:54pm
9:55am	10:02am	7:01pm	7:08pm
10:09am	10:16am	7:15pm	7:22pm
10:23am	10:30am	7:29pm	7:36pm
10:37am	10:44am	7:43pm	7:50pm
10:51am	10:58am	7:57pm	8:04pm
11:05am	11:12am	8:11pm	8:18pm
11:19am	11:26am	8:25pm	8:32pm
11:33am	11:40am	8:39pm	8:46pm
11:47am	11:54am	8:53pm	9:00pm
12:01pm	12:08pm	9:07pm	9:14pm
12:15pm	12:22pm	9:21pm	9:28pm
12:29pm	12:36pm	9:35pm	9:42pm
12:43pm	12:50pm	9:49pm	9:56pm
12:57pm	1:04pm	After 10pm call for Shuttle Pick-up	
1:11pm	1:18pm	Shuttle Phone: 805.705.5306	
1:25pm	1:32pm		
1:39pm	1:46pm		
1:53pm	2:00pm		
2:07pm	2:14pm		



RIDESHARE BENEFITS



El Encanto is pleased to share its Rideshare program is underway and all that is needed is YOU! Submit your commuter calendar at the end of each month and if you use alternative transportation to get to work 80% of the month, you will receive one of these great benefits. ***To get started, stop by Human Resources and complete the Rideshare Registration Form.***

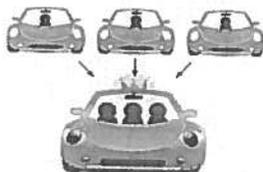
March 13, 2013

Take the Bus / MTD



Valued at \$52.00 a month, you will be provided with a complimentary MTD bus pass. Enjoy unlimited use so you can also ride on your days off. As an added incentive, riders will be entered in a monthly raffle for a chance to win gift cards.

Car Pool



Be a Rideshare driver and earn a \$50 gift card of your choice! You can either find your carpool buddy or Human Resources can pair you up with someone with a similar work schedule. Yes, you also get a preferred parking space on-site.

Van Pool

Get a free ride to work. New and comfortable vans await! Register with your vanpool buddies or Human Resources can pair you up with those who have similar work schedules.

Bike, Walk, Drop-off



Prefer to ride your bike, walk, or be dropped off? You too qualify for a raffle entry. Secure parking and showers available near building #37.



This secure parking is conveniently located nearby. All team members driving to/from work are required to use this lot unless you are a registered carpooler. A company shuttle will transport you from the lot to work. Refer to the shuttle schedule for times. Outside of designated times, you may contact the Shuttle directly for transportation.

5

Belmond El Encanto Parking Decal





RideShare Registration

Name: _____ Department: _____

Home Address: _____ Apt. _____

City: _____ Zip _____

Home Phone: _____ Cell Phone: _____

Email address: _____

How do you currently get to work?

- Public Transportation
- Walk/Bike
- Ride from Friend/Co-worker
- Drive Alone

What rideshare option are you registering for?

- Public Transportation / MTD
- Walk/Bike
- Rideshare as a designated driver
- Van Pool
- Drop-off

If you have a defined regular schedule, what time does your shift start and end?

	Mon.	Tue.	Wed.	Thu.	Fri.	Sat.	Sun.
Start							
End							

What days are you planning to participate in the program?

- Mon Tue
- Wed
- Thu
- Fri
- Sat
- Sun

I understand and will adhere to the El Encanto's code of conduct guidelines as noted in along with the *Ride Right* code of conduct as outlined below. I understand that I will be eligible to receive incentives for ridesharing and will practice the "honor system" reporting only factual information in regards to my participation. I further understand any falsification of information presented will result in loss of privileges in the program, as well as disciplinary action up to and including separation of employment.

Ride Right Code of Conduct:

- Respect other passengers' privacy
- Do not cause safety hazards
- Respect others personal space
- Respect others property
- Arrive to designated pick-up area at agreed upon time (if applicable)

We appreciate your help in abiding by these rules. And we thank you for doing your part to "Ride Right".

Team Member's Name

Team Member's Signature

Date

For Human Resources Use Only

VANPOOL

Start Date: _____

Assoc. Monthly Cost: _____

Assigned Park & Ride: _____

Park & Ride Arrival: _____

Park & Ride Drop-Off: _____

CARPOOL

Start Date : _____

Driver Passenger

Assigned Park Reg. # : _____

Driver's Lic. #: _____ Exp. _____

Ins. Policy #: _____ Exp. _____

Insurance Carrier : _____

Passenger Name(s) : _____

Vehicle Info (1) Make: _____

Model: _____

Plate #: _____

Vehicle Info (2) Make: _____

Model: _____

Plate #: _____

Vehicle Info (3) Make: _____

Model: _____

Plate #: _____

Let's Carpool!



SHARE **A**CAR

Let's Carpool!



SHARE **A**CAR

Let's Carpool!



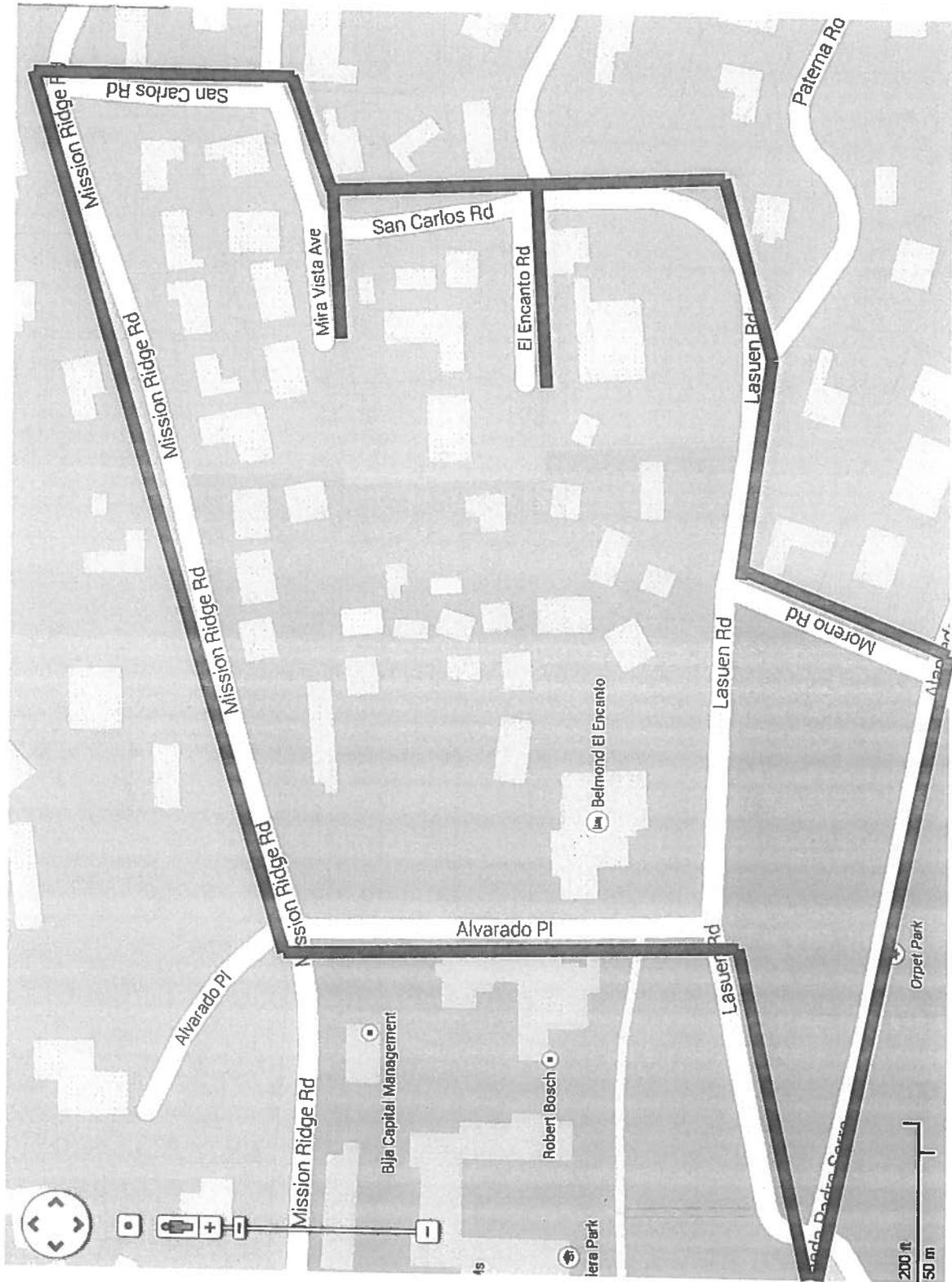
SHARE **A**CAR

Let's Carpool!



SHARE **A**CAR

9



Patrol Map



BELMONT

EL ENCANTO

SANTA BARBARA

#10

**Security Department
Employee Parking Enforcement Log**

ACTION TAKEN LEGEND:

#1 = EE Employee #2 = Neighbor's
#3 = Owner cannot be traced

Date	Day of Week	Security Officer
------	-------------	------------------

#	Time	Location	License #	Color	Make	Model	Employee Name	Action Taken
1								<input type="checkbox"/> #1 <input type="checkbox"/> #2 <input type="checkbox"/> #3
2								<input type="checkbox"/> #1 <input type="checkbox"/> #2 <input type="checkbox"/> #3
3								<input type="checkbox"/> #1 <input type="checkbox"/> #2 <input type="checkbox"/> #3
4								<input type="checkbox"/> #1 <input type="checkbox"/> #2 <input type="checkbox"/> #3
5								<input type="checkbox"/> #1 <input type="checkbox"/> #2 <input type="checkbox"/> #3
6								<input type="checkbox"/> #1 <input type="checkbox"/> #2 <input type="checkbox"/> #3
7								<input type="checkbox"/> #1 <input type="checkbox"/> #2 <input type="checkbox"/> #3
8								<input type="checkbox"/> #1 <input type="checkbox"/> #2 <input type="checkbox"/> #3
9								<input type="checkbox"/> #1 <input type="checkbox"/> #2 <input type="checkbox"/> #3
10								<input type="checkbox"/> #1 <input type="checkbox"/> #2 <input type="checkbox"/> #3
11								<input type="checkbox"/> #1 <input type="checkbox"/> #2 <input type="checkbox"/> #3
12								<input type="checkbox"/> #1 <input type="checkbox"/> #2 <input type="checkbox"/> #3
13								<input type="checkbox"/> #1 <input type="checkbox"/> #2 <input type="checkbox"/> #3
14								<input type="checkbox"/> #1 <input type="checkbox"/> #2 <input type="checkbox"/> #3
15								<input type="checkbox"/> #1 <input type="checkbox"/> #2 <input type="checkbox"/> #3
16								<input type="checkbox"/> #1 <input type="checkbox"/> #2 <input type="checkbox"/> #3
17								<input type="checkbox"/> #1 <input type="checkbox"/> #2 <input type="checkbox"/> #3
18								<input type="checkbox"/> #1 <input type="checkbox"/> #2 <input type="checkbox"/> #3
19								<input type="checkbox"/> #1 <input type="checkbox"/> #2 <input type="checkbox"/> #3
20								<input type="checkbox"/> #1 <input type="checkbox"/> #2 <input type="checkbox"/> #3
21								<input type="checkbox"/> #1 <input type="checkbox"/> #2 <input type="checkbox"/> #3
22								<input type="checkbox"/> #1 <input type="checkbox"/> #2 <input type="checkbox"/> #3

1

Location Legend: APS = Alameda Padre Serra / LS = Lasuen Rd. / MR = Mission Ridge Rd. / SC = San Carlos Rd. / EE = En Encanto Rd.

MV = Mira Vista Ave. / OP = Orpet Park Turnout, Lasuen & Alvarado / MOR = Moreno Rd. / RP = Riviera Park private parking



CORRECTIVE ACTION FORM

Team Member Name:

Today's Date:

Department:

Position: Server

Supervisor:

Prepared By: Elizabeth Fajardo

In Attendance:

Severity of Disciplinary Action:

- Verbal Warning Written Warning Final Warning Demotion/Change in Status

Description of issue: _____ did not utilize the established parking lot and instead parked in the surrounding neighborhood area. Belmond El Encanto has established a designated parking lot located at 21 E. Constance Ave.

For team member's convenience, a shuttle is provided as an option to transport team members to/from this lot.

Prior discussion/warning: No Yes

If yes, provide date(s) and type of discussion (verbal/written):

Summary of corrective action to be taken:

_____ was reminded of proper parking procedure and informed if there are any challenges with parking in the designated lot, he should contact Human Resources to be re-directed to the appropriate parking. .

Consequences of failure to improve performance or correct behavior: This is a warning that if there is not immediate and sustained improvement in your performance or behavior as outlined above, or if there are any other incidents of misconduct, you may be subject to further disciplinary action, up to and including termination/discharge.

Team Member Comments:

I have received a copy of this notice and acknowledge that I am aware of El Encanto's policies and what is expected of me. I understand the consequences if I do not comply or fail to make these corrections.

Team Member's signature: _____

Date: _____

Supervisor's signature: _____

Date: _____

Human Resources signature: _____

Date: _____

Witness/Translator signature: _____

Date: _____

A copy of this Corrective Action will be placed in your personnel file for reference, which may affect your Performance Review and or any Requests for Transfer or Promotion.



Parking Monitoring Report

September

Belmond El Encanto engaged with a temporary agency for additional support in patrolling the neighboring areas. One additional Security Officer was hired for patrolling purposes. In mid-September, an Enforcement Log was introduced providing record of employee vehicles that were observed violating parking procedures. Six team members violated the parking policy, of these, one resigned the day he was counseled. The remaining five have been in compliance.

Patrol officers also noted several parked vehicles in the neighboring areas that belonged to neighbors or the vehicles were unidentifiable.

We also received an email from our neighbor, Mrs. Shelley Bookspan regarding the noticed improvement.

Attachments: Daily patrol enforcement logs, daily shuttle passenger list, listing of vehicle registration for all employees, email from Mrs. Bookspan.



Parking Monitoring Report

October

On October 16th, the Security Parking Enforcement log legend was revised to identify when it is an Employee vehicle. In the month of October there was a total of three employee vehicles identified parked on APS. The employees were counseled and provided a written and final warning. No further incidents have occurred to date.

On October 26th, El Encanto contracted temporary housekeeping labor and they were provided with parking instructions. Upon patrol, a vehicle was identified belonging to one of the staff members from the agency. She was pulled from work to move her vehicle and reminded of the designated parking lot located on 21 Constance. No further incidents to date.

Attachments: Daily patrol enforcement logs, daily shuttle passenger list, listing of vehicle registration for all employees.



Parking Monitoring Report

November

On November 12th the Enforcement log was revised to provide further clarification of employee vehicles and non-employee vehicles.

A total of five employees were identified violating the parking policy. All employees were counseled and presented with a written final warning. Two of the five employees were terminated for repeated offenses. Two others resigned and the fifth employee has had no further incident.

Attachments: Daily patrol enforcement logs, daily shuttle passenger list, listing of vehicle registration for all employees.



Parking Monitoring Report

December 2014

One Team Member was identified parked on Orpet Park. The employee was counseled and provided a final written warning.

Another Team Members vehicle was identified on December 27 parked at APS. After further review, the person's vehicle was confirmed to belong to an employee that resides in the area. In speaking with the employee, he was walking his dog as a resident/neighbor at Orpet Park. His timesheet confirmed he was not working during this time.

Attachments: Daily patrol enforcement logs, daily shuttle passenger list, listing of vehicle registration for all employees.

Parking Planning Summary for January 2015

Director of Security: Michael J. Carmichael

Belmond El Encanto Hotel

800 Alvarado Place

Santa Barbara, Ca. 93103

michael.carmichael@belmond.com

The neighborhood (Riviera) parking has continued to improve here at the first of the year. Hotel Security has maintained consistent monitoring via patrols. Neighbors have given positive feedback on the parking improvements to the security officers as they make the rounds. The Hotel staff has been informed and continuously reminded about respecting the parking rules and regulations set forth by the hotel. In past months a few team members have been documented and a couple terminated for disregard of the parking rules. In January no team members were documented nor terminated in regards to not adhering to the parking rules. This lets management know that they are being heard loud and clear. Parking at the designated Church has worked well. On the days of special events at the church the hotel has been able to accommodate the overflow by having team members parking at the hotel in the Mission garage and on the parking ramp. This was able to be accomplished due to the hotel being in the "slow season" so to speak. We did have a function that required all hotel staff to park at the church for approximately 9 days. That was completed without disruption to the church as the overflow of staff was directed to a parking area downtown SB that the Human Resource Department secured for the staff just for this short period of time. The shuttle drivers are now trained to assist security when dropping off and picking up team members to monitor where they are parking and assuring that we catch violators before the situation becomes out of control. This has greatly aided in the reduction of violators as they now understand it's just not worth the risk.

New Hotel Manager Shaun O'Bryan has taken a direct approach regarding parking. He has met with the security team and we are now looking in to securing another location for parking and even considering making it valet only so team members will never be in a violation situation once a site has been secured. Our shuttle drivers are manned by a new contract valet company which we are happy to have aboard and who have been diligent in regards to assisting security in monitoring and catching violators.

Best

Michael J. Carmichael

Director of Security

Parking Demand Study Notes

- 1) Each page represents a 24-hour period.
- 2) Colors represent where the employees are parked and/or their mode of transportation.
- 3) The top four rows of numbers represent the number of employees starting work each hour. The colors to the left of these rows indicate where the employees park. Carpool and LA Office employees also park in the El Encanto Parking Lot.
- 4) Each color block in the table below represents one employee. (Letters are used for counting purposes only.)
- 5) Employee Out (8 hour shift): Represents the number of employees ending their shifts.
- 6) Total Employee Parking Demand: Represents the total number of parking spaces needed for employees each hour. This number is cumulative throughout the 24 hour period.
- 7) Onsite Parking Supply: Represents the 100 parking spaces on the hotel site.
- 8) Offsite Church Parking Supply: Represents the 20 or 40 parking spaces being leased on the church lot.
- 9) Available Onsite Parking Supply: Represents the number of spaces available on the hotel site after the employees have parked. (i.e., 100 spaces minus X spaces occupied by employees.)
- 10) Available Offsite Church Parking Supply: Represents the number of spaces available on the church lot after the employees have parked. (i.e., 40 spaces minus X spaces occupied by employees).

El Encanto All Departments Employee Schedule - 24 Hour Period

October 6

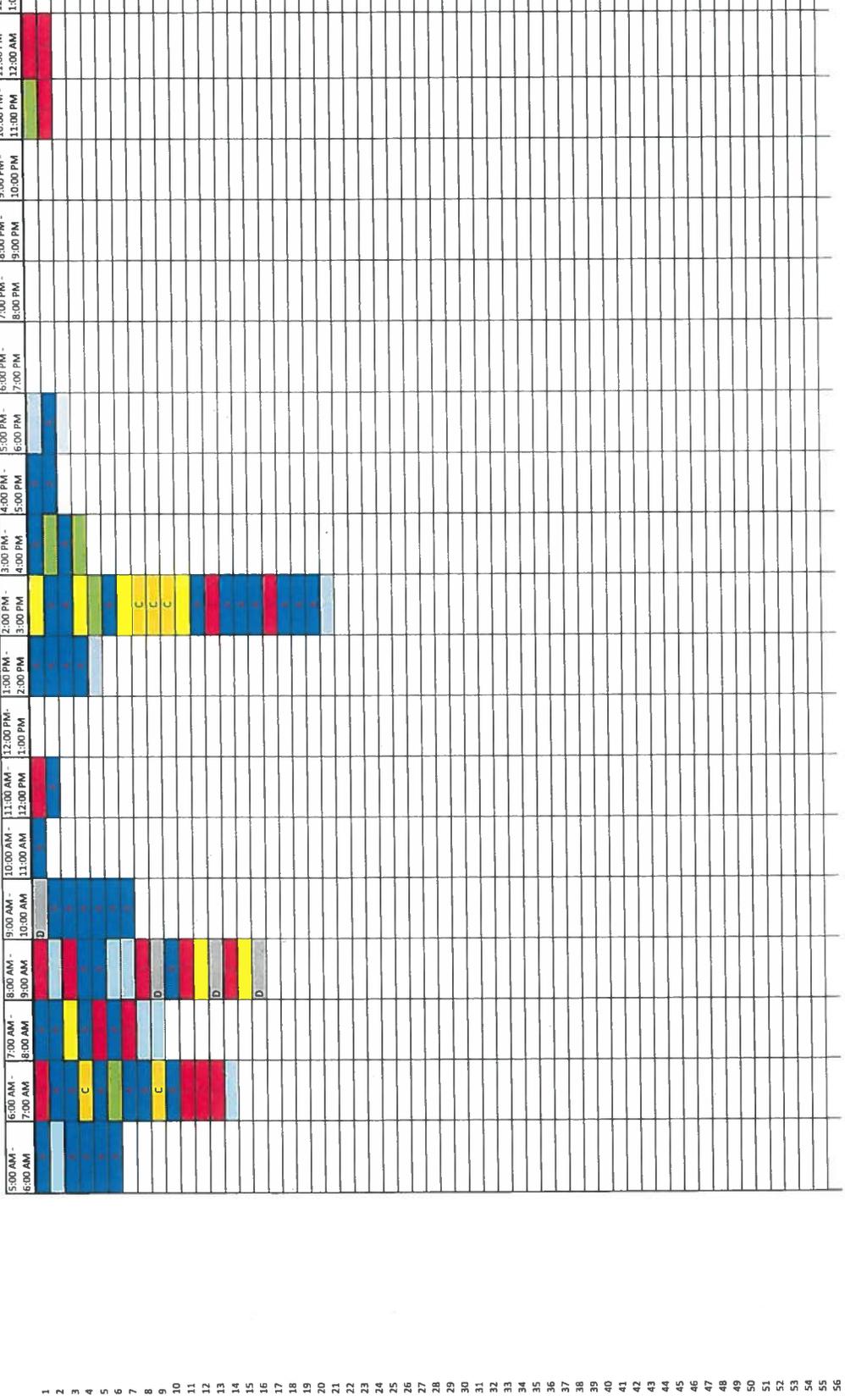


Employee out (8 hours shift)

Total employee parking demand
 Onsite parking supply
 Offsite church parking supply
 Available onsite parking supply
 Available offsite church parking supply



Category	5:00 AM - 6:00 AM	6:00 AM - 7:00 AM	7:00 AM - 8:00 AM	8:00 AM - 9:00 AM	9:00 AM - 10:00 AM	10:00 AM - 11:00 AM	11:00 AM - 12:00 PM	12:00 PM - 1:00 PM	1:00 PM - 2:00 PM	2:00 PM - 3:00 PM	3:00 PM - 4:00 PM	4:00 PM - 5:00 PM	5:00 PM - 6:00 PM	6:00 PM - 7:00 PM	7:00 PM - 8:00 PM	8:00 PM - 9:00 PM	9:00 PM - 10:00 PM	10:00 PM - 11:00 PM	11:00 PM - 12:00 AM	12:00 AM - 1:00 AM	1:00 AM - 2:00 AM	2:00 AM - 3:00 AM	3:00 AM - 4:00 AM	4:00 AM - 5:00 AM	
A	5	6	4	3	6	1	0	4	10	2	2	2	2	26	24	24	20	6	6	4					
B	0	4	2	5	0	0	1	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
C	0	2	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
D	0	0	0	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	5	17	23	34	41	42	44	43	46	42	33	27	26	24	24	20	6	6	4						
Onsite	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	
Offsite	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	
Available	100	94	92	84	83	83	82	82	83	85	93	94	94	95	95	95	99	99	97	97	97	97	97	97	
Supply	35	29	25	22	16	15	14	15	11	13	14	19	20	21	21	25	35	35	37	39	39	39	39	39	



Draft Condition of Approval

A. No employee parking in the neighborhood. The Property Owner shall ensure that employees do not park on the public streets within the neighborhood, as the neighborhood is defined on Exhibit A. To satisfy this condition, the property owner may have employees park on the real property, at an off-site location approved by the Community Development Director, or some combination of the two.

B. Employee Parking Program. Property Owner shall develop and maintain an employee parking program in order to satisfy the requirements of this condition of approval. The employee parking program shall be subject to the written approval the Community Development Director. Any amendments to the approved employee parking program shall be subject to the prior written approval of the Community Development Director. Property Owner shall provide the City with at least 60 days prior written notice of any proposed changes to the employee parking program, including changes to the off-site parking location or its operation.

The employee parking program shall include the following elements:

1. A demonstration of how the on-site and any off-site parking resources proposed by Property Owner are sufficient to satisfy the anticipated parking demand of hotel employees.
2. The adoption and maintenance of employee parking policies consistent with the purpose and intent of this condition of approval.
3. An employee education and training program that advises employees of the prohibition against parking within the neighborhood.
3. Methods and practices sufficient to document the employees' compliance with this condition of approval (i.e., obtaining employee ownership information upon hiring, application of parking decals on employee vehicles, verification patrols by hotel staff, etc.).
4. Enforcement of parking policies through a program of progressive employee discipline including an employee conduct condition upon the first violation and the termination of the employee upon a second violation.
5. Monthly reports submitted to the City Community Development Department within the first week of each month that include the following: a summary of enforcement activities and any changes in procedures, the most current employee parking registration information (without employee names), daily Security Department Employee Parking Enforcement Logs, and daily Team Member Shuttle Sign-in Sheets. Monthly reports shall be required until such time that the City determines they are no longer necessary.

C. Off-site Parking Location. If in the development of the employee parking program the Property Owner proposes an off-site location for employee parking, Property Owner shall provide evidence of the following:

1. Identify an off-site parking location that will ensure that employees do not park on the public streets within the neighborhood, but at the same time a location that is practical for effective implementation of the Property Owner's employee parking program.

2. Property Owner's ownership of the off-site parking site or a valid lease or other interest in the off-site parking location sufficient to enable the use proposed under the employee parking program.

3. The number of parking spaces available at the off-site location and the terms of their availability.

4. The method of transporting employees between the off-site parking site and the Real Property. In evaluating the parking program, the Community Development Director shall consider whether the proposed method of transporting employees will be effective in encouraging and maintaining employee involvement in the employee parking program.

D. Enforcement.

1. Violations. Any of the following shall constitute a violation of this condition and shall subject the Property Owner to the penalties specified in subsection 2 below:

a. If more than 3 employee parking violations occur within the neighborhood on any individual day or more than 15 employee parking violations occur within the neighborhood in any 30-day period; or

b. The hotel fails to implement the progressive employee discipline as specified in the employee parking program; or

c. A material discrepancy in the Property Owner's reporting to the City as required pursuant to this condition; or

d. A failure of Property Owner to provide the required notice to the City prior to any changes in the parking program.

2. Penalties.

a. Upon the first violation of this condition, Property Owner shall pay the City a financial penalty in the amount of up to (to be determined) and the Community Development Director shall review the operation of the employee parking program. Following the review of the parking program the Community Development Director may propose revisions to the program consistent with the purpose and intent of this condition. Property Owner shall have the right to appeal revisions to the Planning Commission.

b. Upon a second violation of this condition within a twelve month period, Property Owner shall pay the City a financial penalty in the amount of up to (to be determined) and the operation of the employee parking program shall be reviewed at a public hearing of the Planning Commission held at the cost of the Property Owner. If the Planning Commission determines that the employee parking program is not effective in satisfying the requirements of this condition of approval, the Planning Commission may require adjustments to the Property Owner's employee parking program or may propose other penalties including, but not limited to, the initiation of a hearing to consider a partial or complete suspension of the Property Owner's certificate of occupancy.