



DOWNTOWN PARKING COMMITTEE

REGULAR MEETING

MINUTES

Thursday, June 10, 2021
GoToWebinar Meeting

1) **CALL TO ORDER:** 7:31 AM

2) **ROLL CALL**

<u>DPC MEMBERS</u>	<u>Attendance</u>	<u>CITY STAFF PRESENT :</u>
Trey Pinner (Chair)	Present	Brian Bosse, Interim Downtown Parking and Plaza Manager
Ed France (Vice Chair)	Present	Sarah Clark, Parking Programs Supervisor
Andrew Newkirk	Present	Roy Forney, Parking Supervisor
Matt LaBrie	Present	Dion Tait, Facilities Maintenance Supervisor
Sean Pratt	Present	Meghan Salas, Parking Resources Specialist
Barbara Silver	Present	Chelsey Swanson, Project Planner
Ruben Zarate	Absent	Steve Sisler, Traffic Technician

LIAISONS PRESENT:

Meagan Harmon, City Council Liaison
Barrett Reed, Planning Commission Liaison

3) **CHANGES TO THE AGENDA:** None.

4) **ANNOUNCEMENTS:** Brian Bosse, the Waterfront Business Manager, has been appointed the Interim Downtown Plaza and Parking Manager on special assignment for the next few months.

5) **PUBLIC COMMENT:** Thomas Foley spoke.

6) **APPROVAL OF THE MINUTES FROM THE REGULAR MEETING OF May 13, 2021**

Motion: To approve the minutes from the regular meeting of May 13, 2021

Motion Made By: Matt LaBrie **Second:** Ed France

Vote: Yeas: 6 Nays: 0 Abstain: 0 Absent: 1

7) **BUDGET AND PARKING OPERATIONS UPDATE (LOCATION ON VIDEO: 9:40)**

RECOMMENDATION: That the Committee receive an update on parking operations and trends in revenues and expenditures.

Sarah Clark gave the presentation.

A May occupancy chart was shown. Data shows that occupancy and revenues are beginning to recover, but are still off when compared to a normal year. Data was given that shows the use of Downtown Parking Fund Reserves.

PUBLIC COMMENT: None.

8) **PARKING LOT AUTOMATION (LOCATION ON VIDEO: 19:25)**

RECOMMENDATION: That the Committee review and comment on the Automated Parking Operational and Staffing Plan.

Roy Forney gave the presentation.

Goals for Parking Automation include the following:

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- Achieve a financially sustainable parking system.
- Expand hours of operation and recover more revenue.
- Provide a customer-centered parking experience.

Parking Operational Strategy:

Objective:

Continue to provide excellent customer service in an automated parking system.

Transition:

With an increased staffing level, we can operate at our pre-pandemic model while educating customers on new payment options and ALPR system.

Expansion of Hours – Gates Down

An automated parking system will provide an ability to expand our hours of operation.

Cashless System

Touchless and mobile payment options

Third party billing system

- Web-based.
- Create Fee Dues/IOUs envelopes for customers, remotely or onsite.
- Online and in-office payment capabilities.
- Custom bills/notices sent to registered owner.
- Greater returns on issued Fee Dues/IOUs.

Staffing Strategy

Objective:

- Maintain a flexible staffing level to ensure the highest level of customer service.

Staffing:

- Response Team Members.
- Command Center personnel.
- Event Staff personnel.

Attrition:

- Decrease staffing through attrition while maintaining service levels. No layoffs.

Transition Plan

Objective:

- Maintain customer service through the transition to full automation.

Phase 1:

- Increased staffing levels to optimize customer service and customer education with staff in the kiosk.

Phase 2:

- Transition to a cashless model with Kiosk Operators moving out of the kiosk and becoming Lot Monitors.

Committee Member Newkirk asked about the cash payment option and whether there would be fees for this.

Mr. Forney said that this is being evaluated and staff will be figuring out what the cost could be to cover costs.

Committee Member Newkirk suggested that customers be allowed to have a longer payment window. Mr.

Bosse said that at the Waterfront lots, customers are expected to pay when they leave the lot and if they can't, then the 21-day pay period has worked well.

Chair Pinner asked about the pre-paid card. Mr. Forney said that people who often frequent the lots can come into the office to buy pre-paid cards and they can also add money to the card when needed. Ms. Clark said that with the recent upgrades, the pre-paid cards can be recharged remotely. Customers that pay in cash or by check can come into the office to recharge their cards.

Committee Member France said that it is important that the challenges of a cashless system are being addressed and that staff is setting this up for success. He thanked staff for their work.

Committee Member LaBrie asked about the infrastructure needs for the call center staff and whether or not it could be done by roaming staff within the lot. Mr. Forney said that it would be a combination of both the command center staff and response team members out in the field. There is a workstation (in the office) with a computer for Skidata and another work station that has the camera system to view all exits with an intercom system. This is to make sure that customer service will be taken care of and that things run smoothly. Mr. Forney said that this will be rolled out slowly with the goal of making sure that customer needs are met.

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PUBLIC COMMENT: Thomas Foley spoke.

9) LOBERO GARAGE BASEMENT PERMIT POLICY (LOCATION ON VIDEO: 1:02:02)

RECOMMENDATION: That the Committee review and comment on the draft Lobero Garage Basement Permit Policy.

Meghan Salas, Parking Resources Specialist, gave the presentation

- The Lobero Garage is located on the 900 Block of Anacapa Street
- Entrances are off of Anacapa and Canon Perdido Streets
- 3 levels
- Top levels Public
- Basement is Private

Basement Parking

- Permit parking only
- 26 spaces
 - 5 privately held
 - 14 active permits
 - 7 available permits
- \$175/month

The goal is to increase permit turnover, maximize commuter usage, and establish an equitable issuance policy. A list of policy changes was presented, along with a description of how the initial permit allocation would be handled. Those that currently have a permit would be required to follow the updated policy.

PUBLIC COMMENT: Kath Odell, Thomas Foley, and Rhonda Henderson spoke on this item.

There was discussion among committee members on whether transfer of permits between employees of the same business should be allowed. The question was also raised on whether this lot could be used in other ways.

Motion: To affirm the policy as presented.

Motion Made By: Ed France **Second:** Chair Pinner

Vote: Yeas: 4 Nays: 2 Abstain: 0 Absent: 1

10) PROGRAM UPDATES

- State Street Promenade Activity – Going to Council on June 22 with proposed updates to the guidelines that govern activity in the promenade and parklets throughout the City and how they are operated and managed for the remainder of the emergency economic recovery ordinance.
- SKIDATA Upgrade Status – upgrades continue
- Update on potential public parking lots for official homeless encampment locations – Council considered possible locations for an encampment. Council’s first option was to house individuals in hotels and also consider the use of the Carrillo Commuter Lot.

PUBLIC COMMENT: None.

11) ADJOURNMENT

The meeting was adjourned at 9:33 AM