

CITY COUNCIL REPORT

DATE: January 8, 2019

TO: Mayor, Vice Mayor and Councilmembers

FROM: John Portillo, Parking Manager

CC: Barbara Goodrich, Shane Dille, Kevin Treadway, Heidi Hansen, David McIntire, and City Leadership Team

SUBJECT: ParkFlag Annual Update (Inception to September 30,2018) – Supplemental Information

This information is being provided in response to questions and comments received at the City Council Work Session/ParkFlag update on November 13, 2018.

**Parking Citation Statistics**

ParkFlag is responsible for the enforcement of Title 9 Traffic code (9-01-001-0003): Stopping, Standing and Parking Restrictions.

The ParkFlag service area is generally comprised of the downtown and southside areas from Franklin Avenue in the south through Cherry Avenue in the north and bounded by Elden Street on the east and Sitgreaves Street on the west. Residential areas around may petition to be included and expand the area.

Within the ParkFlag service area, ParkFlag regulates parking and provides the primary enforcement. ParkFlag and the Police Department closely coordinate their work and the Police Department also enforces parking within the ParkFlag service area, notably at the beginning of the school year, during certain city functions, when ParkFlag is closed (at night), and from time to time when calls for service are received.

*See attachment A: Warning Citation count ParkFlag*

**Participation in EcoPASS**

The ParkFlag EcoPASS is a type T Permit and is free. ParkFlag provides the free bus pass to downtown employees or business owners who chose to ride the bus rather than drive and park in the downtown area.

The Northern Arizona Intergovernmental Public Transportation Authority (NAIPTA) and ParkFlag coordinated in developing a brochure advertising the program. The brochures were distributed to the local community and downtown businesses.

The current number of participants in the EcoPASS program: 37

See attachment B: Mountain Line EcoPass brochure

### **Cash Kiosks**

There are two cash kiosks. These kiosks are located at the corner of Aspen and Leroux and in front of City Hall. The cash kiosks also take credit cards.

### **Cash Kiosks Action Item:**

ParkFlag will create a sticker that tells our parking patrons we have two cash kiosks and their locations as an alternate way to pay for parking. Customers can also pay cash for parking at City Hall or the Visitor Center during office hours.

### **Additional Annual Reporting**

Detailed ParkFlag financials are now available through OpenGov. The link to the information is <https://flagstaffaz.opengov.com/transparency#/9160/>.

ParkFlag is currently preparing its annual report. The annual report will serve to further articulate the specific and measurable outcomes of the program and relay the goals, objectives, successes, and challenges of parking management.

### **Regarding the Residential Permit Parking Program:**

The Comprehensive Parking Management Plan includes provisions for neighborhoods surrounding the pay-to-park areas to request the installation of residential permit parking with an “opt-in” method.

To date, there are ten (10) installed residential permitted areas which include: sections of DuPont, Agassiz, Birch, Leroux, Ashurst, Elm, Hillside, Dale, and Verde streets. ParkFlag is responsible for implementation and enforcement of these installed permitted areas.

The added sections of Residential Permitted Parking in the Southside blocks of Ashurst, Dupont, and Agassiz resulted in a welcomed change; residents have expressed satisfaction with the results of the installed residential permit parking.

ParkFlag received public comments, which have been and will continue to be used, to develop strategies to address concerns and issues moving forward.

Specific comments from Council related to the Residential Permit Program:

1. Understanding the Residential Permit Program can be confusing.
2. Make the process easier in acquiring signatures for competing the petition form.
3. The composition of the population and the ability of elderly or disabled residents to spearhead a petition process has made opting in challenging.
4. Residents were not aware of sign placement until after installation.
5. Understanding the posted residential signs can be confusing.

**Action Items completed by ParkFlag to address the above comments:**

ParkFlag has, and continues to, explain/clarify the Residential Permit Program through outreach, one-on-one meetings, attendance at meetings, and through strategic updates to policy. ParkFlag is committed to making themselves available to work with residents and to assist where appropriate. This has greatly helped in most cases. Below is a list of organizations where the Residential Permit Program was presented:

- Good Neighborhood Coalition
- La Plaza Vieja Neighborhood Association
- Southside Neighborhood Association
- Community Welcome Event
- Southside on the Street Meetings
- Residents interested in the program

Examples of ParkFlag's commitment to clarifying the residential program:

After the Annual Update, the Parking Manager met with Ms. Deborah Harris, President of the Southside Community Association, for site visits to the installed residential areas in the Southside. Currently there are four installed residential permitted blocks on the Southside with two additional pending. The site visits helped to clarify the residential permitted program and the positive results of the installed areas. Ms. Harris received additional information on the ParkFlag program as well as outcomes and challenges in the first year of operation. Ms Harris voiced her concerns related to parking and they will be used to develop strategies for improvement.

After the residential installation at the residence of Mr. Babbitt, the Parking Manager met with Mr. Babbitt to hear his concerns. This meeting helped to clarify why the signs were posted and how the permit system works. Because of this feedback, the Parking Manager agreed to relocate two signs to address his concerns.

#### **Residential Parking Future Action Items:**

To provide additional support to residents, when requested ParkFlag will contact property owners, by certified letter, which are not living at the residence to ask for their support of the residential petition. If the owner fails to respond, it is considered an affirmation of the petition. ParkFlag will assist with processing a petition to residents when requested.

ParkFlag will make changes to the petition form to include phone numbers of residents and an option to schedule a meeting with ParkFlag to discuss the Residential Program and installation.

ParkFlag will meet with residents before and after the installed residential set up to clarify any questions or concerns and to ensure the parking signs are not confusing. Residential areas with the signs in place have seen effective parking behavior.

This is for information only.

## ParkFlag Citation Statistics

(since inception)

Offense	Citations	Warnings
<b>Failure to Pay/Expired meter</b>		
Failure to Pay/Expired meter 1st Offense	1,172	13,012
Failure to Pay/Expired meter 2nd Offense	312	0
Failure to Pay/Expired meter 3rd Offense	112	0
Failure to Pay/Expired meter 4th Offense	111	0
<b>Total</b>	<b>1,707</b>	<b>13,012</b>
<b>Parked without a permit</b>		
Parked without a permit 1st Offense	49	312
Parked without a permit 2nd Offense	2	0
<b>Total</b>	<b>51</b>	<b>312</b>
Overtime parking (limited time)	584	41
Not parked within lines/marks	331	273
Parked outside of 18 inches from the curb	274	90
Parked where signs prohibit	102	25
ADA (illegal use of handicapped accessible parking)	65	0
Parked within 15 feet of fire hydrant	30	0
Parked on side walk	27	2
Parked in a loading zone	23	11
Parked within 30 feet of traffic signal	23	0
Parked in an alley (loading zone)	22	3
Blocking Driveway	14	0
Re-parking prohibited	7	5
No large vehicle parking	6	12
Parked within 20 feet of crosswalk	6	0
Abandoned Vehicle	3	0
Not parked Parallel to roadway	2	0
Parked in a crosswalk	2	0
Failure to Parallel park	1	0