

DRA Economic Commission / Design Commission Joint Meeting  
Meeting w/Diamond Parking on Parking Issues in DT Roseburg

Present; Gary Leif, Brett White, Brian Davis, Janine Ruley, Lolee Kawamura - UVDN,  
Buck Colosky - UVDN, Aaron McManus

04-06-2011

Introduction of DRA EDC and OC members and JaNene Ruley, Manager. JaNene has worked for Diamond Parking for 4 years.  
Diamond Parking controls parking from Chadwick to Sheridan and 900 block to Diamond Lake Blvd for Downtown...

Note ; It is the DRA's goal to help make Downtown a nicer place for businesses, property owners, employees and customers in DT Roseburg...

Intent of Parking Regulations in DT was to keep Employees and Employers off the street. Not to intimidate or discriminate against customers and visitors in DT. That is why we built the Parking Structure. People like me paid thousand of dollars to keep workers off the street by paying separate taxes for that Structure.

Concerns.... (Generalities without names)

#1. What is Diamond Parking's goal in parking for our DT.

Answer - Enforcement and Customer Service in DT

#2. What is Diamond Parking's latitude in parking situations in DT?

Answer - Yes, if it has not been printed. If ticket is printed, they cannot make any changes but if there is a Note in the vehicles window, they have the ability to make exceptions.

#3. What and how does Diamond Parking work on Public Relations?

#4. We've been told that if you write 50% less tickets that you get paid the same.

Answer - There is no quota for writing tickets

#5. Are Warnings ever issued?

Answer - Yes and if there is a problem vehicle it usually takes a week to identify a problem, before they write tickets. We suggest better communications before writing tickets.

#6. How can Diamond be better Stewards of DT for new businesses and customers visiting DT? Possibly passing out Newsletters? Etc.

- #7. We have a perception problem, from the public, about Parking in DT, from the past and we need to remove that fear from the public.  
Answer – Communications from both DRA and Diamond
- #8. What kind of Customer Training is Diamond Employees given?  
Answer – would be that the DRA work with Diamond to make them more Customer Service oriented.
- #9. How can we help to be the advocate for both Customers and Diamond?  
Answer – Set up meetings with people who have problems and Diamond Parking and then help solve the problems...
- #10. How long is Unloading or Loading allowed?  
Answer is 60 minutes, in the Free Parking Zone, before being ticketed, but it was told that some have received tickets in shorter times. This is a courtesy, not an ordinance.
- #11. Can't we make a Notepad that says "Thanks for Shopping in DT?" then write the question they have?  
Answer – It is too difficult for Diamond to track notes, so that does not look like an option at this point .
- #12. If someone who pay's for parking and then shops in DT, how can they avoid a ticket? Like note in the dash or ???  
Answer – the Ordinance says that and Employee/Employer cannot be in their place of business and park in DT Free parking. But if they simply write a note and put in their dash, then Diamond has the ability to let them pass. If that vehicle is obviously parking there for hours, they will get a ticket.
- #13. Volunteer Parking –this is causing problems with Business Owners when their customers who can't park because the volunteers are taking up Customer Parking. Can we get "Free Parking" for Volunteers in Parking Structures?  
Answer – This can be a cooperative effort between Diamond Parking and DRA to try to get Volunteers to park in designated parking areas. This would be voluntary and would need to appeal to those organizations.
- #14. Tickets that are nit-picky create animosity from our Customers and Employees.  
Answer – Diamond Parking is not giving nit-picky tickets for parking over the line or small items. Diamond is however giving tickets for people who are taking up two or three parking spaces.
- #15. Part Time permits would be nice for businesses that have part time employees.

Answer – Duplicate Permits are offered for \$5 but cannot be used at the same time or Tickets will be issued. But employees can use on different days or different times.

#16 If a new business comes DT do they receive anything from Diamond Parking or the City on what is required of them on the parking DT?

Answer – No, not at his time. The DRA would like to partner with Diamond to get information out for new businesses. JaNene will draft an introduction letter that could do a general outline and contact information to go into a packet.

#17 If I buy a “Loading Zone” permit, can I park there?

Answer – In a Loading Zone, you can only park 15 minutes. If not in a Loading Zone, you can park there for 30 minutes, but will get a ticket for longer than an hour. You can purchase a Loading Permit, but will be ticketed if a person is not actually using it for that.

#### B. Delivery or Service Permits.

1. The Police Chief may issue delivery or service permits to persons regularly using passenger-type vehicles for the delivery of service or delivery or pickup of merchandise. Upon proof of necessity, the Police Chief may also issue such permits for commercial-type vehicles, if such vehicles are performing an essential service. The fees for such a permit shall be set by Council resolution. No metered space shall be used by any permit holder for any continuous period of time longer than the time provided on the meter in question. Delivery and service permits may be used in the Downtown Development District to allow parking for a maximum period of one hour. Delivery and service permits may also include a one-hour loading permit at the said fee for loading and unloading inside the Downtown Development District established in Chapter 8.04. 2. No person shall use a delivery or service permit for any purpose other than that authorized by the permit. Willful violation of these provisions will result in forfeiture of the permit and denial of future permits

#### Construction Permit.

This permit is issued by the Police Dept for \$10 a month. The vehicle needs to be parked in front of the business that is receiving work. There is no time limit in the free parking or at a metered space.

#18 Property Owners – can they park on the street?

Answer – yes, there is no ordinance that stops a property owner from parking on the street. Again this would be a DRA and Diamond effort to nicely ask for their help to park in different areas, as they could volunteer to do.

#19 Is it possible to walk into a store, if you know that there is a problem and remind that store that an employee or employer might have forgot they are going to get a ticket?

Answer - No

#20 If a person is getting a ticket and walks up to to feed the meter, is it possible to concede that ticket or does it have to remain, once started?

Answer – No, once the ticket is issued, they cannot stop.

#21 If a Employee or Employer parks in the Parking Structure, can they get a ticket if they park over the lines on purpose? Example, I can't open my big Truck door, if I park in between the lines? Can Warnings or Notes be given instead?

Answer – No they will not get a ticket if it is obvious that they have to park over the lines, however, if someone takes up 2 or more spaces to protect their car, they will get a ticket.

#22 Gary Quist mentioned the problems with the Parking Meters up by Premier Bank and the fact that the 5 hour meters cannot be re-feed and that employees cannot get away to re-feed those meters. This would need to be presented to the City to make a change on the ordinance to permit those meters to be re-feed without moving their autos. So if this is something we want to do, then we would need to present this idea to Brian on what our suggestion would be. There are 10 hour meters on the 1100 Block of Washington and Cass, also on the 1000 Block Lane and 800 blocks of Main, Rose, Stephens and Sheridan. There are 5 hour meters on the 700 block of Kane.

#23 FYI from JaNene. During winter time and early darkness, Diamond does not enforce the parking after 4:30pm, so employees can move their cars near their work. Diamond wants people to feel safe...

Overview:

Good meeting with Diamond Parking, good questions asked and answered. I think we achieved some good communications with Diamond Parking, identified some questions and answers and will be better advocates for Downtown.

It was decided to handle questions from DT businesses one and one, with meetings set up with Diamond Parking and the people who are having issues, rather than setting up a public meeting.

A future meeting will be setup to talk about where we want to go with these items and previous meeting discussions.

Gary Leif – Chair EDC Committee