

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

Present; Gary Leif, Jere Bartley, Renee Clavell, Charlotte Herbert, Aaron McManus, Ken Deathridge, Paul Bentley, Misty Russell, Gary Quist, Brian Davis, Brett White, Fred Alley

3-15-2011

Introduction of Commissioners and Police Chief Burge / Captain Matthews and commission members..

History,

Intent of the Parking Citations in DT Roseburg was to keep Business Owners and Employees off the street for customers to park. In 1980 or so we got together and built the Parking Structure to get people off the streets, for customers. Many of us, paid thousands of dollars to have this structure available so we could keep the vehicles off the street. The intent of parking enforcement was not to scare our customers out of DT

Specific Problems...

Who and where are people suppose to go when they have parking issues?
Answer is Diamond Parking

Do you have a book of Parking Regulations for DT, that we can view?
Answer it no, but EDC will help to create one, with Captain Matthews and Diamond Parking..

Employees parking East of town have problems with 4 hour meters and the fact that employees have to move their cars and not feed the meters...
Answer is Captain Matthews will look into this and Brian Davis can look into the possibility of replacing with 8 hour meters..

Tickets that are nit-picky creates a real problem for our Customers and Employees.
Answer is we need to have better customer service with Diamond Parking. We will invite them to a future meeting and discuss this along with other ideas...

What about volunteers? Do they get tickets if they take customer parking spots?
Can the city give permits to get them off the street and into parking permits?
Volunteers should not take away Customer Parking...
Answer, there doesn't seem to be a huge problem with this but we will look at this in the future. I suspect that we can have businesses that deem this a problem meet with the DRA EDC and discuss the problem's specific to their businesses. It was also agreed that a letter or meeting with those businesses who do create a problem for businesses and come up with solutions. We also discussed the City giving out "Free"

permits to give to those volunteers so they could get them off the street's for customers.

I've been told that if a person goes in to get change and comes back out, with change, they will still give a ticket? What I hear is that we are chasing our customers out...

Part Time permits would be nice for businesses that have part time employees.
Answers - no answer was given but something that we could ask the city to look at for part time people?

If a car is parked in the Parking Structure and they are over the white line, will they get a ticket? In my situation I have a big truck. If someone parks next to me, I can't open the door, so I park over the line. Recently I was told a Business Owner parked over the line, in the Garage, got a ticket, complained about the ticket and still had to pay?

Answer - Tickets were suppose to be eliminated for this kind of citations. So we need to look into any allegations of this kind of parking citations.

Diamond Parking seems to have no sense of Customer Service. So how can we work around this and what can we do to get better Customer Service?

Answer - We need to invite them to our meetings, discuss these issues and look at training from UT&E on Customer Service Training. Also Captain Matthews will discuss this with Diamond Parking.

We have a perception from people who come downtown that we are out to get them. That if they do anything wrong, there is someone watching them and will jump out and get them a ticket...

Answer - we need to communicate better that this is not true and we don't have those issues anymore.

If the intent of the Parking Citations was to not have Employees and Employers parking where customers could park, then why give a Customer, coming DT to shop a ticket? Why can't we just simply give them a note that says "Thanks for shopping DT" and then fill in what they did wrong? Even if it says contact us, so we don't think you're an employee taking up Customer parking? Something with Customer Service...

Answer - again speak with Diamond Parking about what can be done

What about the employee or employer that goes shopping to another business like lunch and gets a ticket because they are on the street?

Answer - no answer given...

What about paying for tickets? A person gets a ticket, goes to City Hall and is told they have to go to Diamond Parking at a very limited time, when they are open.

Tickets can be paid at City Hall, but the City is not telling everyone that. Captain Matthews will look in this and try to change the writing on the parking citations to say that.

It appears from the outside that the more tickets that Diamond Parking gives out, the more they look better? I realize they don't get paid for the number of tickets, but somehow they might see greater rewards for more tickets?

Answer – this is not true. They do not get a percentage...

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 but we will work on getting something and it should be handed out by Diamond Parking as a courtesy...

If I park in front of my business then I should get a ticket. Tell us specifically how long I can park, if I'm dropping off something? I've been told it's 30 minutes, but other say it's 15 and then there's even 1 hr ?

Answer – we need to ask Diamond parking for their rules

I I buy a "Loading Zone" permit, can I park there? I would say that if anyone, including me, parks longer then permitted, we need to get tickets. But why do some seem to get away with it? And other's get tickets?

Answer – again ask Diamond Parking