



# DOWNTOWN PARKING COMMITTEE

## REGULAR MEETING

### MINUTES

Thursday, April 14, 2022  
David Gebhard Meeting Room

1) **CALL TO ORDER** Meeting Started at 7:36am

2) **ROLL CALL**

<u>COMMITTEE MEMBERS</u>	<u>Attendance</u>	<u>CITY STAFF PRESENT :</u>
Andrew Newkirk	Present	Jessica Grant, Interim Public Works Downtown Manager
Matt LaBrie	Present	Cliff Maurer, Public Works Director
Sean Pratt	Absent	Sarah Clark, Acting Downtown Plaza and Parking Manager
Barbara Silver	Present (Late)	Roy Forney, Parking Supervisor
Ruben Zarate	Absent	Mark Nunez, Acting Facilities Maintenance Supervisor
Ed France (Vice Chair)	Present	Randy Rowse, Mayor
Trey Pinner (Chair)	Present	Meghan Salas, Parking Resources Specialist
		Mark Nunez, Facilities Maintenance Supervisor
		Chris Rickard, Parking Coordinator
		Ethan Pitney, Accounting Assistant

LIAISONS PRESENT:

3) **CHANGES TO THE AGENDA**

No changes to agenda

4) **PUBLIC COMMENT**

No public comment

5) **APPROVAL OF THE MINUTES FROM THE REGULAR MEETING OF MARCH 10, 2022**

**Motion:** To approve the minutes from the regular DPC meeting held on March 10, 2022.

**Motion Made By:** LaBrie                      **Second:** Newkirk

**Vote:** Yeas: 4    Nays: 0    Abstain: 0    Absent: 3

6) **ANNOUNCEMENTS**

- Chair Pinner welcomes everyone back to in-person meetings and staff in attendance introduce themselves to Committee.
- Committee Member Silver joins meeting at 7:51am.

7) **AUTOMATION UPDATE**

**RECOMMENDATION:** That the Committee receive an update on deployment of License Plate Recognition technology and implementation of self-service hours in Downtown parking lots.

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Roy Forney gave the presentation.

- Goal for DTP in near term is to provide multiple options for payment (Apple Pay, Google Pay, SWEB Mobile App) in an effort to reduce exit lines, wait times and offer more convenience to customers.
- LPR not required for full automation, but is a good tool to help achieve full automation by making it easier for permit holders, reducing frequency of lost tickets, reduced abuse of system, etc.
- Full automation difficult without multiple exits at every lot, six lots only have one exit and others have two that are separated (not optimal for full automation).
- SWEB Mobile app testing completed, launch date listed as May 2<sup>nd</sup>, 2022, new signs to be added advertising the app at entry/exit kiosks.
- Near term staffing goal expected to start in July of 2022 will decrease lot closure periods from 11pm-11am currently in most lots to 11pm-7am in all lots using a combination of LPR and additional staff.
- Longer term staffing goal will reduce lot closure time even further to 2am-7am in all lots.
- Barbara asks staff to include a notice on city website of these big upcoming changes.

Committee discussion begins:

- 1. Chair Pinner asks why average chip credit card transaction is taking 20-30 seconds to complete, says in his experience tap to pay is very quick.**
  - a. Roy explains that chip transactions take longer by nature, and customers are sometimes slow to correctly use their card at the exit column. Confirms that credit card processing in kiosk by attendant would reduce transaction time and DTP is looking into potentially implementing this.
- 2. Chair Pinner asks about deviation from original plan of reducing staff while LPR use is increased.**
  - a. Roy states that the increase in hiring is going to help with expansion of operating hours and assisting with LPR issues as they arise.
- 3. Committee Member LaBrie asks about success rate of LPR in reading plates and how it differs based on lot.**
  - a. Some lots have tougher angles for cameras, out of state plates are not read, and black plates with yellow lettering give cameras trouble.
  - b. Trouble arises when gates are up because LPR does not register exit, resulting in system thinking car is still parked in that lot.
  - c. LPR will improve as time goes on, and as we move towards ultimate goal of gates down 24/7, which Roy states will not be easy but eventually realistic.
- 4. Committee Member LaBrie emphasizes the need to see data that backs up this level of interest/investment in LPR, suggests payment system that captures credit card upon entry to speed up exit, makes comparisons to simplicity of CA toll roads.**
  - a. Sarah explains that the current system cannot support credit card capture at lot entry, but explains that prepaid tickets are offered during big events at Granada etc. to aide in traffic flow exiting lot.
- 5. Committee Member Newkirk optimistic about SWEB Mobile speeding up exits, unless cars in front of prepaid cars still need to pay at exit.**
  - a. Roy explains that an extra 10-15min is allotted to SWEB Mobile users to allow time to exit lot and acknowledges the issue of non-pre-paid customers holding up line.
- 6. Vice-Chair France optimistic about overcoming the current financial shortfall with offering more payment options and push towards automation/increased staffing resulting in longer operating hours.**

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- 7. Chair Pinner asks about ADA plates not getting recognized by LPR and asks if DTP is required by state or federal mandate to offer reduced rates for handicapped.**
  - a. Sarah explains that reduced rates for handicapped is not required by state or federal mandate.
  
- 8. Committee Member LaBrie asks about LPR recognizing the license plates of permit holders for convenience.**
  - a. Meghan explains the current opt-in process being used for testing this, and says it will eventually become standard with all permit holders being in the system.
  - b. Committee Member LaBrie suggests this model could eventually be implemented for all SB residents with parking accounts to improve payment/billing process.
  
- 9. Chair Pinner asks Roy to give a letter grade for how well LPR is working so far.**
  - a. Roy gives the LPR system a B, given the circumstances of the downtown lots. Says LPR will get better with time.
  - b. Main hindrance to DTP's goal of a hybrid model of automation/staffing remains staffing challenges. Trouble in hiring adequate staff is still primary issue, but has improved since wage increase.
  
- 10. Mayor Rowse closes out discussion saying customer service is excellent right now with occupied kiosks, but revenue will ultimately be driven by convenience due to technological advancement.**

### **PUBLIC COMMENT:**

No public comment on item #7.

### **8) REPORT FROM STATE STREET ADVISORY COMMITTEE**

RECOMMENDATION: That the Committee receive an update on the State Street Advisory Committee meeting held on March 21, 2022.

- Chair Pinner explains that Sarah presented to the State Street Advisory Committee covering future challenges and important improvements that need to be made as the State Street Promenade project progresses.
- The topic of downtown parking lots and traffic coming in and out of the downtown area will be discussed in future State Street Advisory Committee meeting.
- Chair Pinner emphasized the importance of committee members staying up to date on these meetings by watching live or recorded videos with all that is going on.
- Vice-Chair France reminds committee and staff of a potential name change for Downtown Parking to more accurately reflect the scope of responsibility and contribution to the downtown area.

### **PUBLIC COMMENT:**

No public comment on item #8

### **9) PROGRAM UPDATES**

1. FY23 budget proposal is available online.
2. Jessica gives update on State St. Promenade.

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- a. Near 100% compliance rate on fire lane from businesses in promenade.
- b. Next task is attaining ADA compliance on all outdoor parklets/sidewalk operations to satisfy this federal requirement.
- c. ARPA funds received for State St. pressure washing and decorative lighting.
- d. Staff continuing to evaluate options for location & timing of parades and other downtown events.

### **10) ADJOURNMENT**

The meeting was adjourned at 9:05am.