



**Department of Public Works to implement recommendations to
improve parking enforcement**

PRESS RELEASE. For Immediate Distribution

Atlanta, Ga., June 10, 2010 — The City of Atlanta imposed a recent moratorium on parking enforcement in response to concerns of both the residential and business communities. The moratorium began Wednesday, May 12, 2010 and ends on June 10, 2010. During this time period the PARKatlanta On-Street Parking Management Program has not issued citations for expired meters, overtime parking, illegal parking activities, or performed booting and/or towing.

This moratorium has allowed the City time to:

- Assess the policies and practices of parking enforcement and administration
- Review customer service training and ongoing public education and involvement
- Explore strategies to reduce the number of citizen complaints
- Review all parking signage

“The Department of Public Works along with the Office of the Mayor, Atlanta City Council, and PARKatlanta has conducted a focused public input process to address concerns raised by the community with regard to parking enforcement. We heard the voice of the community and look forward to enhancing the City’s parking management program” said Michael Bond, Sub-Committee Chair.

“We certainly appreciate the community input involved in this process to improve our customer service levels. As a result of your efforts several short term recommendations have been implemented such as administrative changes involving web site updates, all signage changes, and or recommendations are complete, and we have begun distributing general information public service announcements.” said Michael Cheyne, Interim Public Works Commissioner.

In accordance with the recommendations of the Atlanta City Council Transportation Sub-Committee for Parking Enforcement, the Department of Public Works will be working to enhance the service levels for the PARKatlanta Onstreet Parking Management Program.

“In light of the current status of the program, PARKatlanta will operate in a manner that helps to further educate the public about our efforts to maintain an effective public parking program for the City,” said Anderson Moore, Regional Vice President Duncan Solutions/PARKatlanta.

Consistent with this effort PARKAtlanta has offered to resume enforcement as follows:

- Over the next four days, through Tuesday June 15th, warning tickets will issued (see attached sample below “End of Moratorium Notice”)
- Citywide enforcement of metered areas will occur 7:00 am – 7:00 pm Monday through Friday, and 12:00 PM – 10:00 PM on Saturdays. No enforcement will occur on Sundays. These hours will be effective Wednesday, June 16th – Friday July 16th.
- Enforcement hours will be subject to change as we continue to evaluate the overall program.
- Booting and towing will resume. A vehicle may be subject to booting or towing if illegally parked (i.e. tow zone, handicap zone, fire hydrant) or if there are 3 or more delinquent parking citations outstanding.

For more information about the City of Atlanta’s parking enforcement program, please visit: www.PARKAtlanta.org or call (404) 330-6739.

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Atlanta City Council Transportation Sub-Committee Recommendations

The following recommendations to improve the program have been implemented or are underway. The recommendations are categorized into **short term “A” and “B”** initiatives as well as long term initiatives, of which the **short term “A”** initiatives will be implemented prior to June 12, 2010.

Short term “A” initiatives include:

- Providing brochures/notices to Neighborhood Planning Units, the Atlanta Planning Advisory Board, and neighborhood and business associations.
- Providing public service announcements via City Channel 26, and various media outlets.
- Working with the Atlanta City Council offices on existing automated phone call (robo-calls) lists to notify the public.
- Providing contact information for City of Atlanta parking enforcement staff in all communications.
- Phased-in parking enforcement so that residents, businesses and patrons can be involved.
- Providing temporary notification signage where new meters are placed and notifying adjacent property owners of meter changes or new meter placements.
- Updating City of Atlanta’s to include a map of all metered locations by Council District and NPU.

- Updating PARKatlanta & City websites to clarify the process for use of and/or reporting broken meters.
 - Updating PARKatlanta & City websites to define what enforcement is for broken meters.
 - Updating PARKatlanta & City websites to include a direct link to the parking citation dispute form.
 - Updating PARKatlanta & City websites to make the appeals process more prominent.
 - Updating public education materials to explain signage and curb markings.
- Note: The Department of Public Works would continue to address any conflicts that arise.
- Clarifying specifications as they apply to the minimum width of streets that allow parking on both sides i.e. safety issues surrounding the ability of fire trucks to navigate the street).
 - Reconciling enforcement discrepancies between meters and signage.
- It is expected that the short term “B” initiatives can be implemented within 90 days, but no later than the end of September 2010.

Short term “B” initiatives include:

- Defining the parking needs of each residential neighborhood and match enforcement schedules to the needs of the neighborhood.
- Defining parking zones with enforcement days, hours of enforcement and types of meters for each zone to include the issue of overnight enforcement in mixed use areas.
- Making the appeals process on parking tickets more clear.
- Conducting an inventory of the need for additional street lighting in areas of on-street parking and remedying those needs.
- Developing a citywide policy for inclusion of on-street handicap spaces.
- Evaluating the number and application process for loading zones and evaluating time periods for loading zones.
- Establishing criteria for placement of taxi zones.
- Providing motorcycle spaces.

The subcommittee’s recommended **long term initiatives** will continue to be studied by the Transportation Sub-Committee on Parking Enforcement and DPW and will be reviewed by the Transportation Committee on a quarterly basis.

Those **long term initiatives** include:

- Using barcodes, parking passes and permits for residential parking, downtown shopping, etc.
- Standardizing types of tickets between PARKatlanta and the Atlanta Police Department.
- Establishing a Municipal Parking Authority.
- Designating a portion of the City’s guaranteed revenue from parking enforcement to be used for funding streetscape enhancements, bike racks, pedestrian benches, lighting, traffic calming, etc.

Any long term initiative will be implemented upon a determination that such initiative provides a positive value to the parking enforcement program, as well as help to foster the creation of a comprehensive parking policy for the City of Atlanta.

All services will continue to be performed in accordance with City regulations and guidelines.

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