

11  
2-23-19

## Gloria Sitton

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**From:** Cathleen Curtin via Call.Click.Connect. <CallClickConnect@alexandriava.gov>  
**Sent:** Saturday, February 23, 2019 3:11 PM  
**To:** City Council; City Council Aides; Alexis Lacy; Call Click Connect; Gloria Sitton  
**Subject:** Call.Click.Connect. #168430: Mayor, Vice Mayor, City Council 02.23.19 docket #11Mayor and...

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Dear *Call.Click.Connect.* User

A request was just created using *Call.Click.Connect.* The request ID is 168430.

### Request Details:

This is a "public" request. Information may be provided to anyone who requests it.

- Name: Cathleen Curtin
- Approximate Address: No Address Specified
- Phone Number: 7039309322
- Email: ccurtin1@comcast.net
- Service Type: Mayor, Vice Mayor, City Council
- Request Description: 02.23.19 docket #11  
Mayor and council members I am Cathleen Curtin and I live at 501 Princess St .  
Please ignore the findings of the RPP Refresh questionnaire that was circulated in December. The survey was poorly designed as it had too few questions and it did not address enforcement which is the issue those of attending the OTAPS and RPP meetings kept telling staff.  
The responses of 136 or so city wide residents does not represent a reliable sample of residents affected by the program. This policy should not be implemented without individual residential neighborhood input. This should NOT be a city wide program.  
Lastly no one on the Planning Commission, the Traffic and Parking Board, or, so far, Council has explained what the parking problem is. Is it so bad that it could not be solved with ENFORCEMENT of existing parking rules?  
I was told at a public meeting by a city staff member that the department of the city government that oversees parking has no authority over enforcement of parking rules. Enforcement is the responsibility of the Police Department.  
Thus, neither the current parking rules nor the new parking program we are being asked to accept or reject can be enforced because the Police Department has not indicated it is involved in the program or that it has enforcement resources.  
Garage signage and license readers are needed. TES and the Police Dept need to collaborate so lets start with those instead of trying something NEW that is expensive & disrupts the community and visitors.  
I also find it poor precedent for this new council to ignore the process of notice as well as noting this topic in a new docket 15 as an emergency.  
Do not approve this ordinance. We need enforcement of the current restrictions as they stand.  
Thank you for your time.

Cathleen Curtin RA AIA  
501 Princess Street Alexandria

- Expected Response Date: Thursday, February 28

Please take the necessary actions in responding, handling and/or updating this request at the **Call.Click.Connect.** staff interface.

If you need assistance with handling this request, please contact [CallClickConnect@alexandriava.gov](mailto:CallClickConnect@alexandriava.gov) or call 703.746.HELP.

This is an automated email notification of a **Call.Click.Connect.** request. Please do not reply to this email.

11  
2-23-19

**Gloria Sitton**

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**From:** Meghan Mascelli via Call.Click.Connect. <CallClickConnect@alexandriava.gov>  
**Sent:** Saturday, February 23, 2019 1:59 PM  
**To:** City Council; City Council Aides; Alexis Lacy; Call Click Connect; Gloria Sitton  
**Subject:** Call.Click.Connect. #168426: Mayor, Vice Mayor, City Council I am a resident on Prince Street. We...

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Dear *Call.Click.Connect.* User

A request was just created using *Call.Click.Connect.* The request ID is 168426.

**Request Details:**

This is a "private" request. Information should only be provided to the original customer.

- Name: Meghan Mascelli
- Approximate Address: No Address Specified
- Phone Number: 7039452161
- Email: meghanmascelli@gmail.com
- Service Type: Mayor, Vice Mayor, City Council
- Request Description: I am a resident on Prince Street. We are coming to the end of our trial for having the street be pay-for parking for non residences. I fully support the city continuing this trial indefinitely. Having the street as pay-for has allowed the residents who actually live on the block to park near their homes. We are located so close to King Street that not having this parking restriction makes our street the free parking garage of the area. Thank you for considering!
- Expected Response Date: Thursday, February 28

Please take the necessary actions in responding, handling and/or updating this request at the *Call.Click.Connect.* staff interface.

If you need assistance with handling this request, please contact [CallClickConnect@alexandriava.gov](mailto:CallClickConnect@alexandriava.gov) or call 703.746.HELP.

This is an automated email notification of a *Call.Click.Connect.* request. Please do not reply to this email.

11  
2-23-19

## Gloria Sitton

**From:** Mark Hill via Call.Click.Connect. <CallClickConnect@alexandriava.gov>  
**Sent:** Friday, February 22, 2019 10:05 PM  
**To:** City Council; City Council Aides; Alexis Lacy; Call Click Connect; Gloria Sitton  
**Subject:** Call.Click.Connect. #168399: Mayor, Vice Mayor, City Council at 512 PRINCE ST I would like the Pilot Program for...  
**Attachments:** map.png  
**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Dear *Call.Click.Connect.* User

A request was just created using *Call.Click.Connect.* The request ID is 168399.

### Request Details:

This is a "public" request. Information may be provided to anyone who requests it.

- Name: Mark Hill
- Approximate Address: 512 PRINCE ST (See [map below](#))
- Phone Number: 7033461043
- Email: markhill11@gmail.com
- Service Type: Mayor, Vice Mayor, City Council
- Request Description: I would like the Pilot Program for parking to be converted to a permanent restriction on the 500 block of Prince St
- Expected Response Date: Wednesday, February 27



Please take the necessary actions in responding, handling and/or updating this request at the [Call.Click.Connect. staff interface](#).

If you need assistance with handling this request, please contact [CallClickConnect@alexandriava.gov](mailto:CallClickConnect@alexandriava.gov) or call 703.746.HELP.

This is an automated email notification of a **Call.Click.Connect.** request. Please do not reply to this email.

11  
2-23-19

**Gloria Sitton**

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**From:** Katye North  
**Sent:** Monday, February 11, 2019 5:57 PM  
**To:** City Council  
**Cc:** Mark Jinks; Yon Lambert; Emily Baker; Megan Oleynik; Hillary Orr; Wagieda Elhag  
**Subject:** RE: Residential Pay by Phone Pilot Program

Mayor Wilson, Vice Mayor Bennett-Parker, and Members of the Council,

In advance of the Council meeting on the residential pay by phone program ordinance, staff wanted to provide some information related to a \$5 charge that is assessed when using the Parkmobile 1-800 number option instead of the app. For first time users who choose to create a ParkMobile account over the phone rather than going through the app or web, a live agent must handle this request and a \$5 fee is assessed. You cannot register an account over the phone via the interactive voice response (IVR) system that is used for starting and stopping parking sessions. After a customer has created an account, they can start parking sessions through the automated 1-800 number without any additional fees being charged (similar to using the app).

In speaking with ParkMobile, they have stated less than 0.05% of parking sessions are started using the 1-800 number and there are even fewer occurrences of registering an account over the phone. However, to address concerns that parkers calling the 1-800 number on the sign to create an account will be charged an additional fee, the City could consider covering the \$5 fee on residential pay by phone blocks. Given the information from ParkMobile, staff anticipates an annual fiscal impact of approximately \$200 to cover this fee.

Staff is also researching a few other options to address the payment concerns we've heard related to limitations using a smartphone and difficulties walking to a metered block to purchase a parking receipt. We believe there are a few options that could be implemented that could address these concerns and if the program is continued, we will work to implement these to improve payment options for the program.

If you have any additional questions in advance of the meeting tomorrow night, please let me know and we'll do our best to respond or have information for the meeting.

Thank you,  
Katye

**Katye North, AICP**  
Division Chief – Mobility Services  
Transportation and Environmental Services  
703.746.4139  
[katye.north@alexandriava.gov](mailto:katye.north@alexandriava.gov)

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**From:** Yon Lambert <Yon.Lambert@alexandriava.gov>  
**Sent:** Monday, February 04, 2019 3:52 PM  
**To:** Mo Seifeldein <Mo.Seifeldein@alexandriava.gov>  
**Cc:** Mark Jinks <Mark.Jinks@alexandriava.gov>; Wagieda Elhag <Wagieda.Elhag@alexandriava.gov>; City Council <CityCouncil@alexandriava.gov>; Emily Baker <Emily.Baker@alexandriava.gov>; Hillary Orr <Hillary.Orr@alexandriava.gov>; Katye North <katye.north@alexandriava.gov>; Megan Oleynik

<Megan.Oleynik@alexandriava.gov>

**Subject:** RE: Residential Pay by Phone Pilot Program

Councilman Seifeldin,

Thank you for your questions about the residential pay by phone pilot program.

The Traffic & Parking Board on Monday, January 28 unanimously recommended the program. There were four speakers in favor, one opposed, two asking for additional information/communication, and one requesting that staff continue to work St. Paul's on potential solutions.

Below, please find responses to your questions.

If you have any additional requests, please let me know.

Best,  
Yon

**Q: What is the definition of 'resident'?**

A: Staff have consistently applied the criteria of requiring signatures from a resident from more than 50% of the residential properties on a block face for RPP and on a block for Residential Pay by Phone petitions to be considered. We do not have a means of determining how many individual residents live in each household, so it would be difficult to administer that criteria. However, we recognize that the language in the code is unclear on this. Staff will recommend a modification to the code language with this ordinance to clarify this point for the Residential Pay by Phone program. A similar update will be needed to update the RPP code which could be addressed with the RPP Refresh project.

**Q: If Council decides it does want to extend the pilot rather than vote to make it permanent, can you make sure to talk with Dori about what this would look like?**

A: Council will need to propose to change the March 1, 2019 expiration to a later date. If an extension of the pilot program were recommended, it would be helpful to receive some additional guidance on what criteria for success we are trying to evaluate over that extension.

**Q: What is the staff perspective on folding this into RPP Refresh?**

A: The goal of RPP Refresh was to consider the older code that has not been updated for quite some time for opportunities for improvement. Because this program and associated code are relatively new, they were being addressed separately. As you know, there are a number of issues we are already trying to address with RPP Refresh, and making Residential Pay by Phone part of that could make that more complicated. Some of the feedback we received when evaluating this program we felt applied more to the larger RPP program than to the Residential Pay by Phone program, which is why we've been referencing it as an opportunity to address larger issues.

**Q: Is it possible to grant a special guest parking permit to the members who attend this senior program (addressed below) for a defined amount of time? What would that look like, if possible?**

A: This question requires some additional research into the legality of providing a permit to certain groups or what options might be available to allow institutions and businesses to offer guest or voucher options. However, there are existing alternatives to paying with a smartphone, such as paying via phone call or at a nearby meter. Additionally, fees do not apply to vehicles with handicap tags or placards. We have been discussing options to facilitate on-street parking with St. Paul's, such as the possibility of providing a pay station on their property, that might also benefit this group.

**Yon Lambert, AICP** | Director, Dept. of Transportation & Environmental Services  
City of Alexandria | 301 King Street, Alexandria Va. 22314 | Room 4100  
t. 703.746.4025 | m. 571.220.0842

11  
2-23-19

**From:** Mo Seifeldein  
**Sent:** Tuesday, January 29, 2019 1:04 PM  
**To:** Yon Lambert <Yon.Lambert@alexandriava.gov>  
**Cc:** Mark Jinks <Mark.Jinks@alexandriava.gov>; Wagieda Elhag <Wagieda.Elhag@alexandriava.gov>  
**Subject:** FW: Residential Pay by Phone Pilot Program

Mr. Lambert,

I wanted to follow up on Mrs. Beach's concerns regarding the Phone Pilot Program. I have heard from a number of the community members about the word "resident" and how that was used in accepting the petitions. From my understanding the City used households, not individual residents which could vary. I'm not sure what impact that will have if any on the outcome or if the City attorney has a take on it.

Since the program is about to expire and Council will have to take a vote on it, is it possible to have a comprehensive study with the parking permit refresh? i.e. extend the program until the study is completed.

Is it possible to grant a special guest parking permit to the members who attend this senior program (addressed below) for a defined amount of time? What would that look like, if possible?

To: The Honorable Chairman and Members of the Parking and Traffic Board  
From: Barbara P. Beach  
Date: January 26, 2019

Re:  Docket Item #10

I am writing to ask that you allow the Residential Pay by Phone Pilot Program (hereinafter "Program") to expire and that you do not support the staff recommendation that the program go forward with modifications.

I am a very long time resident of Parking District 1 and have worked or lived or both worked and lived in Old Town since 1981.

Although the issue before you is whether or not a pay by phone program should continue or expire, the underlying philosophical issue is whether we as a City provide short term courtesy parking in Old Town residential neighborhoods for everyone to use or whether we make all the residential blocks removed from King Street one big paid parking lot. I will try to limit my comments to the issue before you in Docket item 10.

I distinguish at least two reasons why I ask that you let the Program lapse. One, because the impact of the Program is harsh on the elderly and two, because the law is either poorly drafted or poorly implemented.

On the issue of the harsh impact on the elderly, the Program requiring payment by phone is impossible for many seniors. According to a Pew study in 2018, only 46 % of people over 65 have smartphones. Even if they have a smartphone, far less seniors will use it for financial transactions. I note that even reading the instructions on the signs can challenge old eyes.

I have experienced the smartphone issue personally. I run an Aging Gracefully senior group at St Pauls that meets monthly on a weekday at 12:30. My attendees are primarily in their 70's and 80's and I watch them struggle to park because of the Program. Aging Gracefully is designed to be only 90 minutes long to allow time to get to and from their cars in the two hour parking district. Currently the parking kiosk is nearly a block and a half away. Neither the app nor the pay by phone has been an option utilized by any of my attendees. Under the old parking system the St Paul's frontage was often available for them to park at around noon. Several members have stopped attending and others park on Duke St. We are the only program in the SE quadrant that gives seniors an opportunity to gather for learning and socialization. We are open to everyone over 60. The City should be facilitating access to these types of programs rather than creating barriers to attendance.

Secondly, the Program is either poorly written or poorly implemented. For the purpose of illustration I will use the petition filed for 200 S Pitt St(copied below).

The City Code section for the Program requires that more than 50% of the **residents** sign a petition to initiate the restrictions. What is a resident? A household? A property owner? A short term tenant? I believe this term is vague and undefined.

My confusion with the term resident is apparently shared by staff. I note that the petitions you have received to date (see below example) have blanks for staff to tally "households" not "residents" despite the Code clearly stating residents. The City has no records of residential "residents" other than some vehicles and parking sticker filings and traditionally uses the real estate assessment records or leases to confirm residency. I note that two tenants signing the petition vacated the two properties last summer not long after the program had been implemented and are no longer residents of the 200 block of S Pitt St. (Should the ability to impact parking rights lie with property owners rather than renters who are often transient?)

In the 200 block of S Pitt Street the City assessment records lists 18 property addresses and 31 owners of these properties. The below petition contains only 10 individual signatures on S Pitt St. Of those 10 only 7 are owners. There is no way to objectively know how many residents equal 50%. From the staff report of the Traffic and Parking Board meeting where the 200 block of S Pitt was voted into the Program, it is clear that the staff compares the number of signatures to the number of properties for the percentage determination. This approach does not accurately reflect the percentage of residents.

For the 200 block of S Pitt, the tenants at 208 and 210 have signed the petition (and moved shortly thereafter) yet the property owner of these two properties lives around the corner on Duke St and does not support the Program. Is this the intent of the program? I have drafted and reviewed hundreds of leases and I have never seen a lease that grants the tenant the right to impact property parking rights.

On the 200 block of S Pitt Street, 7 property owners plus 3 tenants have impacted the property parking rights of 31 owners and numerous visitors. Yet, the petition was put forward and approved as satisfying the more than

50% of “residents” requirement. I am unsure of whether this is an error in the law or an error in the implementation but again, it just isn’t right.

I also do not support the proposed modifications. The problems I cite are not addressed by the proposed modifications. The modifications that are proposed basically expand the program to make my community one big pay for parking lot. There is no showing that this program has been helpful to the majority of us who live here. The sole benefit has been to double the parking fines which most likely reflects increased enforcement of the parking laws. Parking laws can be enforced without this program to the same benefit.

I note that the staff report states that the parking enforcement data shows that on average, twice as many citations were given on the blocks with residential pay by phone as those without. Is it possible that the smartphone issue is not just an issue for seniors? Can people who are struggling to make ends meet afford a smartphone and the service costs?

The staff report further states that in the City’s survey less than 45% of the people responding think the program should continue as is. Nearly 70% believe the program should not be expanded.

In closing, I believe this program is not a good fit for our community. Seniors are either made to feel obsolete because smartphones are required or are having to go through hoops to park in order to be able attend programs. Property rights are determined by a minority who may not even own their property and may be gone two months later. Parking citations have doubled. Survey results are unenthusiastic.

For these reasons I ask that you not prolong the pilot but let it expire in March as the law currently reads. Thank you for considering my remarks.

With kind regards, I remain,

Very truly yours,

Barbara P. Beach

[illegible]

11  
2-23-19

**Gloria Sitton**

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**From:** Elizabeth Bennett-Parker  
**Sent:** Friday, February 22, 2019 12:10 AM  
**To:** City Council  
**Cc:** Cassidy Ketchem; Katye North; Megan Oleynik; Emily Baker; Mark Jinks; Yon Lambert  
**Subject:** Residential Pay by Phone Pilot Program Data  
**Attachments:** Resident Pay to Park Letter Responses .xlsx; EBP Resident Pay to Park Survey Responses.pdf

Colleagues:

Over the weekend, Cassidy and I canvassed the entire pilot program area soliciting input. Attached are the results - in both a PDF, as well as an Excel spreadsheet in case you would like to sort the spreadsheet by different data. (The PDF is sorted by the answer to whether the program should continue.)

We received 88 answers through surveys, direct conversations I had at the door, phone calls to Cassidy, and direct emails to me. (I have not incorporated CCC emails, although a couple people submitted comments through both my survey and CCC and I believe we have noted instances of those.)

While there are a lot of comments in the attached documents, here is a quick summary of the results surrounding the continuation of the program:

39, or 44.3%, said yes

15, or 17%, said yes with modifications

28, or 31.8%, said no (Two of those responses were from individuals outside the pilot area who were sent the link by a friend. I have nonetheless included their responses.)

6, or 6.8%, were neutral (These were all people I spoke to who had previously been unaware of the program.)

I wanted to share this data in case it is useful. Please let me know if I can answer any questions.

Warmly,  
Elizabeth

Barbara P. Beach, Esq.  
614 South Royal Street  
Alexandria, VA 22314

703.683.3434

February 21, 2019

Re: Docket Item # 11

To the Honorable Mayor and Members of City Council:

I write to ask that you allow the Pay by Phone Parking Program to lapse and vote "no" to this Ordinance. We have been communicating with City officials since May of 2018 on the problems impacting seniors under this system (See attached emails from myself and from Dr. Hecht-Lewis as just two examples). To date no solution has been shared with seniors for resolution. Suggesting solutions at the Council hearing without vetting them with the impacted is just wrong.

There are many reasons why the program should not continue but my request is based on the hardship this program causes seniors.

The ordinance before you seeks to do three things:

1. Remove the pilot status of the law and make it permanent
2. Substitute the word "occupant" for the word "resident"
3. Allow the program to expand to cover the whole City as neighborhoods either have or add metered parking or about metered parking.

The program has created a hardship for the underprivileged and seniors.

People wishing to park under this program are limited to three options:

1. Download the app to a smartphone and set up an account that requires a payment card.
2. Call into the number located in small print at the bottom of a sign
3. Walk to a kiosk (pay station)

These options are discriminatory to seniors as follows:

1. Download the app to a smartphone and set up an account that requires a payment card.

Less than 50% of seniors own and use smart phones according to the Pew Foundation 2018 study. Of those who do own a smartphone, I know few who use apps and even fewer who are willing to use the phone for financial transactions. As Dr. Hecht-Lewis states "my Medicare patients often have flip phones or have no idea how to use their phones other than just for calling".

I run an Aging Gracefully with Spirit program at St Paul's. It is for people over 60 who wish to hear a lecture, have a light lunch and socialize with other seniors. We meet monthly. We have approximately 150 on my email list and about 30 attend the monthly meetings. When this program was implemented it impacted my program negatively. No one used a smartphone to pay for parking. No one was versant in apps. I do not believe any one uses the phone for financial transactions. Many of the members have flip phones rather than smart phones.

Please don't think that I only have friends in low places – on my attachment you can see that even Senate Minority Leader Chuck Schumer still uses a flip phone!

My attendees are all connected to the City yet they had no knowledge or ability to utilize this app system. Although I live in the pilot district and have a parking permit exempting me from the pay to park, I decided to see how difficult this phone pay parking system was. I downloaded the app and started a registration. I got to the point where I was required to supply my financial information. At that time I reviewed the privacy policy. Parkmobile reserves the right to release my data to any third party for any lawful purpose. There is no place on the site that permits me to opt out of the release of my data. I emailed customer service and asked to opt out and never received a response. There are no privacy

"controls" just a privacy policy. At this point, refusing to provide financial data, I failed to complete my registration.

Requiring seniors to have smart phones and use apps that do not protect their financial data is tantamount to saying "we don't want you down here". What a sad posture for a local government to take.

## 2. Call into the number located in small print at the bottom of a sign

The second option to pay by phone is by calling a number in very small print at the bottom of a sign that is located somewhere on the block. This requires pulling out your phone, your credit card and your reading glasses in the middle of a sidewalk if you are lucky enough to locate the phone number. It also requires you to know your license tag number and the five number code for the area that your car is parked in. If the sign is not near your car, you probably do not have your license tag number memorized. If you are standing near your car, you may not be able to read the five number code for the district.

When you call you have a several minute wait to get to talk to someone after waiting for the call to be answered and clicking through some prompts. When you finally do get a voice, you are told there is a \$5 charge for using the voice pay. If you are willing to register and provide financial data, that \$5 charge is a one-time charge. However, if you do not want your financial information stored, you cannot register an account and it is \$5 each time you call. If you do register an account it is still a several minute call to have the call answered and to go through the prompts.

This option is hardly more senior friendly. Juggling a phone, a credit card, reading glasses and having to know a tag and parking district five digit code is just not worth the experience of coming to Old Town and under the proposed ordinance it may not be worth the experience of getting out if it the pay by phone process moves throughout the City. Encouraging seniors to get out and socialize or shop should be our values. Putting up barriers to do so is wrong.

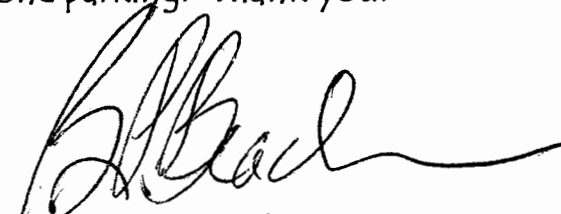
### 3. Walk to a kiosk (pay station)

This third and final option is no more welcoming to seniors than the other two because kiosks (pay stations) are only to be located no more than half a block off King Street. The inability to walk several blocks is not a disability nor does it make you handicapped. It just makes you disinclined to go places where several blocks of walking are required.

Staff and I specifically discussed the scenario where a senior drives to the 500 block of S Pitt Street to see their grandchild act in a play at Lyles Crouch. If they are unable to pay with a smart phone or juggle the phone cost and process, they must walk 4 and 1/2 blocks to a kiosk. The senior better hope they remembered their tag number (unlikely) and the five digit parking district number (really???) because if they didn't they will be walking back and forth again.

Life is challenging but as we age, the challenges seem greater and it is often just easier to stay home or visit places with a familiar way of doing things.

In sum, I have no idea with the last minute proposals that staff will come up with. We have been asking for relief for at least 9 months and nothing has been forthcoming. I am extremely wary of last minute solutions that have not been vetted. When you are young it is hard to imagine the fit of an older person's shoes to walk in them. We deserve the respect of being consulted and brought into the solution decision making. Please give us that dignity and vote against the Ordinance to continue the pay by phone parking. Thank you.



Barbara P. Beach

Enclosures

11  
223-19

From: bpbeach@aol.com  
To: Yon.Lambert@alexandriava.gov  
Cc: allison.silberberg@alexandriava.gov, justin.wilson@alexandriava.gov, paul.smedberg@alexandriava.gov, timothy.lovain@alexandriava.gov, del.pepper@alexandriava.gov, willie.bailey@alexandriava.gov, john.taylor.chapman@alexandriava.gov, mark.jinks@alexandriava.gov  
Sent: 5/31/2018 11:48:19 AM Eastern Standard Time  
Subject: St Paul's parking 200 S Pitt

Dear Yon... I hope you are well.

I run an Aging Gracefully with Spirit group at St Pauls. The majority of the attendees are in their 70's and 80's. We are meeting today at 12:30.

There are now pay parking signs along the Church frontage and all of the 200 block of S Pitt,

There are no meters. Significantly there is no pay station anywhere on the block. It is raining. The City is forcing elderly church goers to walk 2 blocks in the rain to just pay for parking. Most seniors do not pay by cell phone so walking is the only option.

This is wrong.

I totally disagree with people having to pay to park to worship especially when the Church provides so much to this community but even more so I protest not having a easily available pay station prior to restricting parking.

This email is to request that enforcement be waived today for these aging church attendees.

I do not speak on behalf of the Church but I find paid parking to worship offensive.

Thank you Barbara

Barbara P Beach, Esq.  
[bpbeach@aol.com](mailto:bpbeach@aol.com)  
703.683.3434

Disclaimer: This message is intended only for the named recipient. If you are not the intended recipient you are notified that disclosing, copying, distributing or taking any action in reliance on the contents of this information is not allowed.

Please excuse any typos...I am either using a very small keyboard or dictating the message.

**From:** Rebecca Hecht-Lewis <jrjm.lewis@cox.net>

**Sent:** Monday, October 1, 2018 8:41 AM

**To:** Justin Wilson

**Subject:** Parking App

Dear Mr. Wilson,

The change in parking in front of my office on Prince Street has been a disaster.

Every week I have patients coming in anxious because they can't figure it out or because it doesn't work all of the time.

Have you tried the app? How long did it take you to get it to work? It's very, very confusing. Now, picture yourself as a senior citizen trying to figure it out...

If you want paid parking on the street, more coin kiosks should be available for those who either don't use credit cards or those who can't figure out how to use the app.

In the twenty plus years I have had an office in Alexandria, parking near my office has not been a concern.

Essentially, the city tried to fix something on Prince Street that was never broken.

Now, please try to fix the city-manufactured problem.

Sincerely,

Rebecca Hecht-Lewis, PhD  
Alexandria Counseling Center Associates

1/31/2019

**Sent:** Monday, October 01, 2018 9:04 AM  
**To:** Rebecca Hecht-Lewis  
**Subject:** Re: Parking App

11  
2-23-19

Dr. Hecht-Lewis,

Thanks for the note. As a matter of fact, I used it over the weekend to park in Old Town for a lunch on Saturday. I didn't have any problem.

The City did have a different app (Pango) for quite some time. We heard quite a bit of input from residents and visitors that they did not like the Pango app, and that they wanted the City to conform with our neighbors, who all used ParkMobile. We took advantage of the conclusion of our Pango contract to make that switch.

Additionally, we also have the multi-space meters along the streets that are still an option for anyone not wishing to use the app.

What problems have you had?

Have a good week.

-----  
Justin M. Wilson, Vice Mayor  
Alexandria City Council  
Office: 703.746.4500  
Home: 703.299.1576  
justin.wilson@alexandriava.gov

1/31/2019

Hello Mr. Wilson,

Thanks for getting back to me so quickly.

I wish there were options for those not wanting to use the app near me, but there aren't. My Medicare clients often just have flip phones or have no idea how to use their phones other than just for calling. St. Paul's around the corner has the same problem. The closest coin kiosk is on Pitt near King. That's far for a senior. Also, you can't even see it when you are on Prince.

The problem when using the app is that it can be very slow. People aren't able to login and get confirmation quickly. They are afraid to wait and leave their cars for fear it's not working & they will get a ticket.

My suggestion would be to either put in more coin kiosks, remove the paid parking from one side of the street (you could even make it 90 minute parking), or exempt Prince Street and Pitt near the Church.

Rebecca Hecht-Lewis, PhD

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2-23-19



Attachment 5

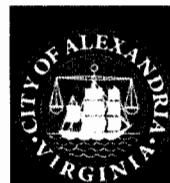
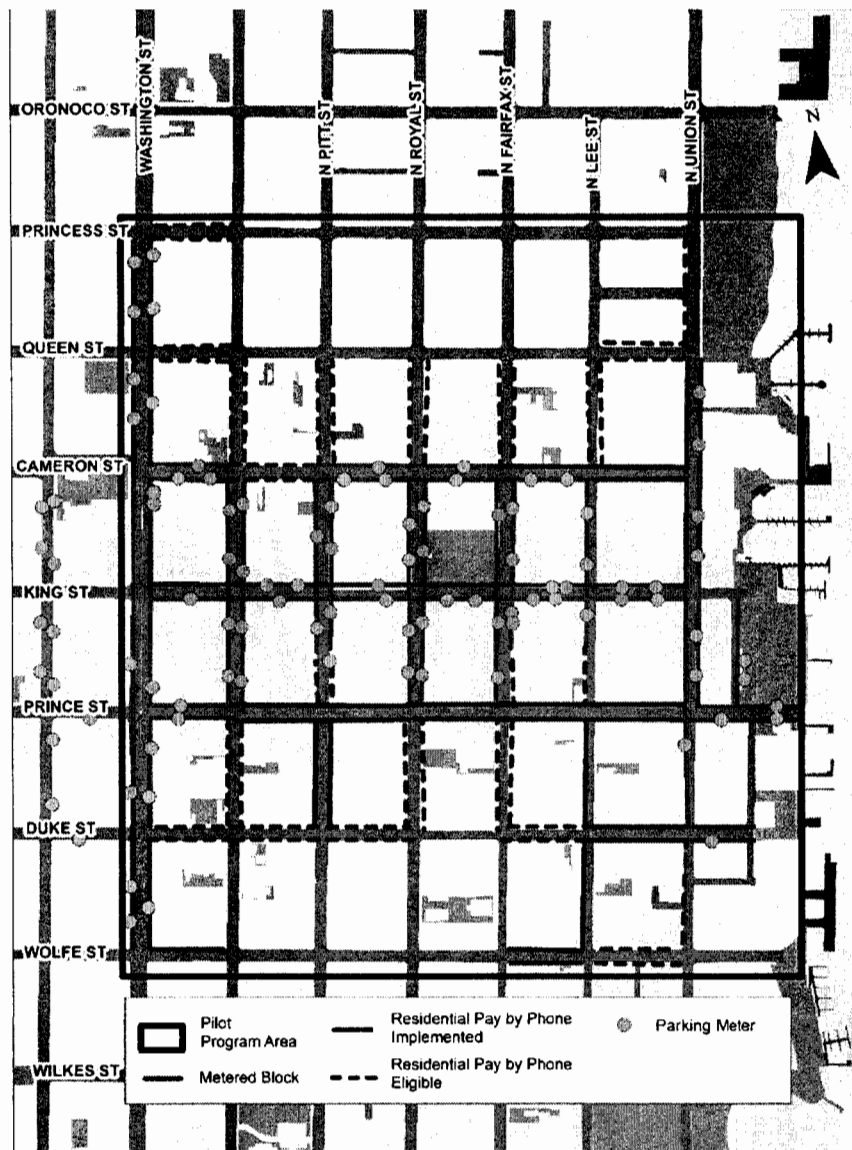
# **Residential Pay By Phone Program**

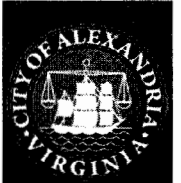
City Council

February 23, 2019

# BACKGROUND

- Pilot program to allow pay by phone parking on residential streets approved in November 2016 with expiration of March 1, 2019
- Pilot restricted to Old Town – East of Washington Street
- Authorized through City Code Section 5-8-84

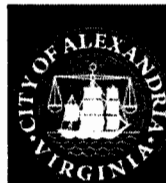




# PURPOSE

Request that Council:

1. Consider the proposed ordinance to amend Section 5-8-84 to continue and modify the pay by phone parking requirement as an option for residential parking restrictions.

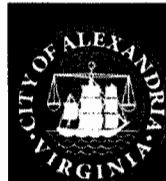


## **GOAL OF PROGRAM**

*To provide adequate on-street parking for residents by encouraging non-residential parkers to park in metered spaces or garages by eliminating "free" two hour parking on residential blocks*

# PROGRAM EVALUATION

- Based on an online feedback form:
  - Most residents of pay by phone blocks (79%) indicated that **parking was more available** on their block after the implementation of the program
  - Most respondents (67%) indicated they would like the **program to continue** when the pilot program expires
- Parking occupancy surveys indicated that the percentage of non-residents parked on residential blocks **decreased** on blocks in the program without significantly impacting parking occupancy on adjacent blocks
- Parking enforcement indicated that **enforcing restrictions takes similar effort** on residential pay by phone blocks as on RPP blocks, while **nearly twice as many citations** were given on residential pay by phone blocks.



# PROPOSED CODE MODIFICATIONS

- Remove March 1, 2019 expiration to make the program permanent
- Modify code language to allow multiple adjacent blocks to apply simultaneously, so long as one of the blocks meets the location requirements
- Modify code language to clarify that eligible block petitions must be signed by occupants of more than 50 percent of the residential properties abutting the block as is consistent with staff review process.
- Expand the program so residential blocks near any metered area are eligible to petition for residential pay by phone if they meet the location criteria of being adjacent to a metered block or another block with residential pay by phone

# PROPOSED MODIFICATION IN RESPONSE TO FEEDBACK



- Identify opportunities to
  - Streamline guest permit process
  - Keep residents informed of parking options and processes
  - Identify additional opportunities and technologies to improve wayfinding and direction to garages and metered areas
  - Address the concerns of St. Paul's Episcopal Church and others regarding payment methods
- Continue to identify areas for improvement through the RPP Refresh project.

# ALTERNATIVE PAYMENT METHODS

## – POTENTIAL OPTIONS

- Pay-ahead Parking Vouchers
- Senior Parking Permits
- ParkMobile Voucher System



Note: Vehicles with handicap plates or placards are exempt from fees on residential pay by phone blocks or at meters.

**THANK YOU AND QUESTIONS**



11  
2-23-19

**Gloria Sitton**

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**From:** Katye North  
**Sent:** Wednesday, February 20, 2019 8:28 PM  
**To:** Gloria Sitton  
**Cc:** Yon Lambert; Megan Oleynik  
**Subject:** FW: Residential permit parking

Hi Gloria,

I received this email and was asked to share it with Council. Can you share it with them? This is related to the residential pay by phone program under consideration on Saturday.

Thanks!  
Katye

**From:** karen richardson <karenkrichard@gmail.com>  
**Sent:** Wednesday, February 20, 2019 11:15 AM  
**To:** Katye North <katye.north@alexandriava.gov>  
**Subject:** Residential permit parking

Ms. North,

My husband and I are residents of Old Town Alexandria at 203 Cameron Street. Last year, the city implemented a pilot program for paid parking on both sides of our street, with residents allowed to park with valid permits on one side of the street. The pilot, which I understand is being considered as a permanent solution by the town council this weekend, has improved the lives of the residents of our street tremendously. Whereas before the pilot, we were oftentimes forced to circle the neighborhood incessantly for a parking space and park 3 or 4 blocks away from our home, we are now able to park on our own street at least 50 percent of the time. Our proximity to King street encouraged tourists and day visitors to take advantage of the two hour free parking on our street until the city installed parking meters. With the pilot, we are now able to find parking spaces on our block.

I am hopeful that you will provide this testimonial to the town council for its consideration. As residents, we pay a significant amount in property taxes and it would be nice to be able to park close to our own home more than just occasionally. Thank you.

Sincerely,

Karen Richardson and John Tyler  
Residents at 203 Cameron St.