

APPENDIX C - Draft Recommendation Q&A

The Ward One Residents Association, and the Downtown Annapolis Partnership hosted a meeting at City Council Chambers on March 28, 2017. Both prior to and during the meeting, a number of questions were asked by members of both organizations and those in attendance. Below is the list of questions along with responses from both the City of Annapolis, and Annapolis Parking (SP+).

Public Comment / Question	SP+ Comment	City Comment
Can customers find parking within easy walking distance of their destination?	In the majority of cases, yes. During the busiest times, if there is no parking available within easy walking distance, the Circulator is available to transport parkers from West Gate Circle to Market Space.	
Are businesses benefiting in foot traffic and sales because parking turns over at an effective rate?	This seems like a question best suited to be answered by businesses, but from a parking perspective, two hour time limits at meters and in Residential Permit Districts should promote turnover.	
Is there a continuing conflict between employees and visitors for use of on-street spaces?	Anecdotally, there does seem to a conflict during the busiest times.	
Can transportation options be enhanced in order to improve access?	Yes. Expanded Circulator routes would increase access to underserved areas such as Maryland Ave. A shorter headway could increase access as well.	
Are there programs and services that would better support visitor and business growth (marketing, streetscape improvements, wayfinding, etc.)	Marketing can and will improve. Wayfinding improvements could support easier transportation by visitors.	
What are the proposed rate increases for metered spaces after the fourth hour?	The suggested rate increases associated with the Study are meant to serve as an illustrative example as to how to approach a Graduated Rate Structure. In the example provided in the Utilization Analysis, rates beginning in the 4th Hour would increase from \$2.00/Hr to \$4.00 per Hr. Please note all rate changes are subject to review and approval by the City.	

Public Comment / Question	SP+ Comment	City Comment
Why are there parking meters ONLY in the downtown area and west street corridor?	We are not aware of the historical reasons why meters are where they are today. As noted in the Utilization Analysis, we propose an expansion of paid parking without having to add physical assets. If determined to be beneficial, physical assets (Meters) can be added in areas where they do not currently exist at a later time.	
Expanded pay parking of 221 parking spaces without meters into residential zones, what is the effect?	We expect there to be several impacts. 1) Increased capacity of spaces available in the highest utilized spaces downtown. 2) Better Customer awareness of their parking session expiration due to mobile app, 3) More efficient enforcement of Residential Permit Districts.	
How does the City view parking? Is it a service to visitors, residents, businesses that is necessary to maintain business and residential health or a way to raise operating revenue without raising taxes?		The city is intrigued by this question and the city views parking as a service to the residents, businesses and visitors. The tax supported general fund does not benefit from city parking revenues.
We continually get compared to Baltimore and Washington DC as models for pricing which seems to be a way to justify charging higher fees. Shouldn't we be compared to towns that might be more in scale and retail driven rather than office oriented? Gaithersburg offers free parking next to Olde Town, Silver Spring is .70 to \$1 per hour.		For the purpose of pricing, the city does not compare itself to any other jurisdiction. We have fixed parking related costs that have to be recovered through fees and fines.
Will the City provide signage to show parking ticket fines for moving car within a zone?	We will discuss with the City.	
What is the possibility of adding a stop on the circulator and changing the route of the circulator to stop at Maryland and Prince/King George, for example, to provide shoppers easier access to Maryland Avenue shopping?	These are good ideas and we intend to improve the Circulator by altering / adding routes.	
How does SP+ benefit from increased fees and how is SP+ paid?		Please see contract at bit.ly/2nZRCFI
Does the City receive increase from additional parking fees?	Yes	The city does receive increased parking revenues from additional parking fees.

Public Comment / Question	SP+ Comment	City Comment
Why does parking program need to be so complicated? How can we simply it?		The city is striving to make the parking program as simple as possible.
Does SP+ receive a fee for each time the parking app is used by customer?	Fees for those who choose to use the Parkmobile are collected by Parkmobile.	
If we want to help businesses and residents with parking, why do we keep increasing the price to park in garages and meters?	Under the Graduated Rate example as part of the Utilization Analysis, rates are adjusted for On-Street and Off-Street parking so that they work in conjunction depending on the length of time someone parks. Some rate bands in Garages represent decreases compared to the current rate, while increases to On-Street rates only occur beginning in the 4th Hour. Currently, one may not park at a Meter beyond 2Hrs.	
Is all of the validation data available (e.g., park n’squo; shop, city employee, and residential usage? parking turn-over block-by-block?)	SP+ will work with the Transportation Board and Committee to make data available.	
When will State Circle parking be available for customers, and signs removed?	Ten Media Parking Spaces, reserved Monday - Friday will be removed at the conclusion of the Legislative Session. We have an alternative solution for these parkers in future years.	The city has initiated discussions with the State DGS regarding utilizing the parking inventory on the inner State Circle.
How profitable is metered parking in Annapolis?	This is a difficult question to answer without further clarification. We will be happy to present information, if the person asking is available to discuss.	
What were the total parking fees collected for 2016 by SP+ and by the City?	SP+ started On-Street operations in March, 2016 and Off-Street Operations in April, 2016. A full year of data is not complete, but through February, 2017, Parking Revenue has been \$5.07M.	
How were the parking revenues reinvested in the City, specifically?		The revenues go to the Transportation Department to provide a source of funding for operations.

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What, if any, performance driven incentives are offered to SP+ by the City?	There are 10 Key Performance Indicators (KPIs) for FY17. Performance against these metrics will determine the incentive fee. Going forward there could be more, fewer, and/or different KPIs each contract year.	
Where does the .45 processing fee for the parking app go? City, SP+?	Parkmobile	
What will all the increases in parking rates ultimately do for businesses (in terms of attracting customers)?	Proposed increases beginning in the 4th Hour, as outlined in the example approach to a Graduated Rate Structure, mean that a customer who chooses to remain parked on the street longer than the current limit of two hours would be in town, hopefully patronizing business longer than had they left after two hours. It increases the choices available to visitors of Annapolis.	
Can City/SP+ be more transparent to business community about goals of the parking program (e.g., currently, the public perception is that the City and SP+ “only” want to “make money”)?	At a high level, it is our goal to get parkers in spaces where it best fits their needs and budget, as well as increase the choices available in terms of products, methods of payment, etc...	Yes, the city and SP+ are currently conducting outreach to the business community to make this process as transparent as possible.
Can the Navy stadium be resurrected for parking with continual shuttles (businesses would love to make City more focused on keeping cars out of downtown and encourage them to stroll and shop/dine)?	We have started and will continue to discuss with the City and Navy Marine Corps Stadium.	Navy stadium parking is controlled by NAAA that is managed by their own private contractor.
The park and shop program has changed so many times, businesses seem to be confused; can there be some sort of session with DAP to explain and help promote it?	Yes there can and will be a working session with DAP, with the goal toward successful marketing and proliferation of this program to those who wish to participate.	
What discounts will you offer for downtown employees who park between the hours of 9-5?	The Park Place Garage offers \$2.00 parking during business hours. This is the best option for discounted parking during the day. Please contact Charles Wright for more information via email: cwright@townepark.com . Knighton Garage is relatively inexpensive during business hours, and both garages are supported by the Circulator.	

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How do we better accommodate low-paid employees to park (e.g., restaurant and retail workers that may only make minimum wage)?	There are several discount programs available, which we will work to promote further, through DAP. Additionally, we invite businesses to reach out to discuss their specific issues, details, needs, etc... to determine how to best accommodate.	
Will you offer discounts at all parking garages for employees?	Discounts are offered at all City owned parking garages for employees of the Annapolis business community.	
Is it possible to track business-employee usage to understand how many are actually using meters and jockeying cars?	Unfortunately, this capability is not available through the meters.	
What or Who is doing the Customer Awareness Campaign for the new parking regulations and resources and when will this campaign be available for review by the public?	Annapolis Parking (SP+) is responsible for spearheading marketing and PR, but we work closely with the City in these efforts.	
We are fortunate to have a robust tourist trade that will take shuttles for the day from outer parking lots. The parking is a disincentive to the very people we need to attract to make these businesses viable and attract new ones. How do we change that perception?	From an operations standpoint, there are a number of initiatives on which we are working to make parking easier, including pre-paid parking through annapolisparking.com. The concept of booking parking ahead of time ("Know before you go") is one such effort we anticipate will relieve anxiety over perceived parking issues.	
What is the plan for prominent signage to direct and drive people to garages?	We are working on options for wayfinding. These can range significantly in terms of cost, but we look forward to improvements here as quickly as possible.	
Will parking fines be posted on parking signage?	We will discuss but do not anticipate changing all signs out to include fine information.	
Can we have some (possibly historic, photographic) wraps for the shuttles (very clinical-looking now) to promote our city?	Great suggestion. We do plan to change up the look as suggested.	
For employees who work in downtown bars/restaurants until midnight or later, what is the incentive to park further way in garages when safety is a major concern?	Cost is one incentive, but we will certainly work with the City to consider safety in establishing parking programs for this subset of of downtown employees in combination with changes to the Circulator schedule.	

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Will the City provide much-needed crossing guards in downtown Annapolis on the weekends for the purpose of moving traffic from the Eastport bridge through the city? The safety of our pedestrians is a huge concern.		Yes, the city will be providing crossing guards each weekend through the spring and summer seasons.
Is the pay per park system suggested for residential areas the same as the metered spaces - \$2/hr?	In the Utilization Analysis, the proposed rate is \$3.00/Hr. A legislative process will need to be undertaken for any rate changes.	
What is the possibility of providing businesses with hours that end before 5pm a special subclass permit to park in the typically residential only spaces until 5pm, when demand for spaces by residents would presumably increase.	We will include as a point of discussion for consideration.	
Is it possible for residents to park for free in metered spaces?	Not currently. Residents are able to park in garages and use validations yielding no charge for two hours.	
As a frequent rider of the Circulator, later hours would be great but cutting earlier hours would be mistake. The Circulator is very busy from 7:30 to 8:00am with jurors who park at the Park Place parking garage. I know driver to have made 3 trips chock-full to the courthouse in that 30 minute time frame. I trust the Circulator has a relationship with the County to pay for all those riders. I would recommend changing the start time to 7am.	Thanks for the comment. We will consider the heavy morning ridership.	
As I was leaving Colonial Players after Calendar Girls last Saturday night, I was dismayed that the last Circulator had just gone by. Extending the hours should be a blessing for the theater patrons and staff. I am wondering if some outreach to ASGT, CP, RamsHead, Compass Rose, etc would yield an interesting dialog. Maybe we can divert the circulator to go past theaters when they are letting out or promoting the Circulator as a means of transportation for "Dinner and a show". Always good to support the arts.	Good Idea. We would be happy to meet with these groups and discuss further. We would also encourage the public to download our free Circulator app to track the Circulator's location in real-time. Download "RLS Shuttle" app and select "Annapolis" to see where the Circulator is at any time on its route.	

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<p>The study makes reference to the circulator however does not comment on its success or failure over the period it has been in use nor does it comment on the public perception and ease of use of this service. Does the city or Sp + have a better plan to increase ridership, ensure safety in order to make late night restaurant workers want to park in the parking lots and use such a service to get them to and from there?</p>	<p>We certainly have some ideas to increase ridership and find a system that better fits the needs of those who currently utilize the service as well as those who could be attracted to use the service if certain changes were made. Eliminating the fare is a natural first step, for example.</p>	
<p>While on the Circulator subject, the \$1 fee is ludicrous. If we paid the actual cost, it would probably be \$5/ride. I think you'll discover this if you take their offer to do a Circulator study. But the point is to move cars away from downtown to free up parking for visitors/shoppers/diners. That makes it more like the BWI bus to their parking lots. You'd be infuriated if they asked you for \$1. So get rid of the \$1 and make the Circulator attractive for employees to park at Knighton and Park Place.</p>	<p>Removing the fee is recommended.</p>	
<p>Circulator needs signage in the garages promoting the service. It needs signage on the bus better describing the service and cost. You need to be able to find the Circulator stops coming out of the garage</p>	<p>Agreed. Branding and Signage are being reviewed.</p>	
<p>Make riding the Circulator cool. E-Crusiers running around town have a higher occupancy than the Circulator buses that look like they were borrowed from a senior car center.</p>	<p>We will explore a range of options and potential changes to the Circulator, including changes to routes and the look/type of assets used as part of the Circulator.</p>	
<p>The Circulator bus does need later hours, but that is only a start. The Circulator needs to include Whitmore Garage, Calvert Garage and other non City owned garages into its stops with marketing of the Circulator in those garages.</p>	<p>Good Suggestion that we will take into consideration</p>	

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<p>How do we as residents with rights fight this change, since we never voted for it in the first place and these outreach meetings tend to hold little sway when a company's financial interests are at stake.</p>		<p>In accordance to their contract, SP+ has made recommendations of change to the city. There will be plenty of opportunity for public comment. As far as the company's financial interests are concerned, SP+ contract is available online at bit.ly/2nZRCFI</p>
<p>Many other city's like Annapolis include private property parking as part of the available parking inventory for special events, night time visitors and locals that wish to park in premium spaces for proximity and pay a higher rate. Such private property businesses use their parking during the day but would otherwise make it available for a price after business hours. Why was this resource not considered as part of the study and why were no recommendations provided to explore this resource to increase available inventory when increase demand warrants it?</p>	<p>Our inventory tables note some but not all private parking. We will pursue possibilities for private lots near the downtown business core.</p>	
<p>Only adding to parking capacity and strict enforcement of time limits can help overall.</p>		
<p>The study makes no recommendations to the city to pursue negotiations with the state for the public use and promotion of the state lot on off Bestgate and Calvert – why has this not been considered?</p>	<p>We will pursue this possibility.</p>	
<p>The study makes no reference to the State controlled side of Sate circle and its underutilization by State permitted cars during times outside of Session and indeed on weekends. Has the city discussed this with the state to allow for more public use of these otherwise high demand spaces and has the city exhausted all measures to achieve a better balance of public use for these spaces?</p>		<p>The city has initiated discussions with the State DGS regarding utilizing the parking inventory on the inner State Circle.</p>
<p>This administration's laxity in solutions and enforcement has indeed made the situation worse for residents.</p>		

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<p>Will they be going after the many individuals in the Navy that get residential parking passes by using others address and leave their cars for weeks in the same spot? This has never been enforced as required. Motorcycle on Prince George has not moved in months and is definitely not a resident.</p>	<p>We will further review documentation requirements for Residential Permits.</p>	
<p>How does the City view parking? Is it a service to visitors, residents, businesses that is necessary to maintain business and residential health or a way to raise operating revenue without raising taxes?</p>		<p>The city is intrigued by this question and the city views parking as a service to the residents, businesses and visitors. The tax supported general fund does not benefit from city parking revenues.</p>
<p>Work to open up private school and church parking lots that are closed during peak downtown hours.</p>	<p>We can certainly discuss these parking assets further with these entities.</p>	
<p>We need to look at the new ways to reduce the number of cars coming into town ie bike lanes & bike racks, and parking for ride share (Zip Cars, etc)</p>		<p>All options are on the table for consideration. Within the last year the city has installed artisan bike racks and will be installing additional bike racks throughout this year and forth...</p>
<p>Keeping and adding spaces for people to catch a cab, Uber, Lyft, etc.</p>		
<p>City public transit option with latter hours.</p>		
<p>Promote park and shop. This program has almost disappeared from use in the past year.</p>	<p>Agree. It's not disappeared but it is our goal to promote further through DAP.</p>	

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<p>Email/text blasts lists need to be created for downtown workers and others to know when parking special black outs and special high priced parking is going in effect. (Just posting on your website is not effective communication)</p>	<p>We can explore this resource. Pricing changes during certain events, which is relatively infrequent. We would also encourage the public to follow Annapolis Parking on Facebook and Twitter for updates. Facebook: https://www.facebook.com/ParkAnnapolisMD/ Twitter: https://twitter.com/ParkAnnapolisMD</p>	
<p>For the most part, the only businesses open downtown from 8-10 a.m. are coffee shops. Have you projected how this expansion in meter hours will affect these businesses, of which there are only a few and have you personally spoken with the owners? At least 4 of these are locally owned small businesses</p>	<p>Yes. We will be sure to discuss this further. At current, there are often no available spaces around Market Space and Dock Street, where there are a number of busy coffee/breakfast shops.</p>	
<p>The study and recommendations concentrate mainly on optimizing revenue for the city available parking spaces – has the city considered the impact this will have on the businesses within these areas and how visitors to downtown will be impacted because of the recommended expansion of chargeable hours and zones?</p>	<p>Expanding paid parking is expected to make more spaces available as those who don't wish to pay the proposed rate choose less expensive options away from the core. Expanding hours and moving toward a graduated rate structure should serve to expand choices to visitors. Under the current meter hours, one working in the evening can park without getting a ticket after 5:30 PM without having to move for the remainder of the evening.</p>	
<p>How do they plan to enforce stopping folks from moving cars around on the same block every 2 hours as is currently being done by workers at Iron Rooster?</p>	<p>A) Currently, one can park in a Residential District for up to two hours. The enforcement technology does not allow for movement within the District. B) Expanding paid parking into Residential Districts can be implemented the same way, or be used to enhance enforcement around the core downtown, by expanding the paid parking zone to include as large an area as desired. C) With single space meters, they technology does not allow for restrictions on those who move from meter to meter. This would need to be affected by changes to the Ordinance and/or the replacement of single space meters with multispace meters.</p>	

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<p>How do they plan to stop restaurant workers from taking up prime visitor spots all day every day which results in visitors overflowing to the residential streets. They just go out and re-fill the meter every 2 hours now defeating the system with ease. IS there a plan to include license plate numbers in the system so that the same car owners cannot abuse the system repeatedly?</p>	<p>A) Expand Meter Hours (see previous answer). B) Implementing paid parking in Residential Districts is expected to reduce the occupancy in these areas. C) In order to use the License Plate as the credential, single space meters will need to be converted to Multi-Space units. This is recommended when the time comes to replace single space meters, as has already been done by spaces near the waterfront.</p>	
<p>There is a lot of discussion about the “entertainment business employee” but there are (and we want to encourage) other white collar business downtown. None of these after-hour solutions help them with employees who may need to be in the office 8-5pm some or all weekdays. We need a viable solution for them. In my opinion, non-entertainment business owners should be able to get an RPP equivalent sticker for a limited number of employees based on the square footage of their office space.</p>	<p>We have discussed this and will explore further.</p>	
<p>Employee discount parking options for part-time day time employees needs to be instituted.</p>	<p>Park Place Garage has \$2.00 parking during the day, through a validation which can be acquired by contacting Charles Wright: cwright@townepark.com</p>	
<p>Alternative parking arrangements is needed for employees to service our visitors during these big events with high special event pricing.</p>	<p>There is reduced priced parking available at the Park Place Garage (see previous question). We'll continue to work with stakeholders to find additional alternatives.</p>	
<p>Instead of starting parking meters at 8am, use those resources to focus on the few problem streets mentioned in the report.</p>		
<p>Parking kiosks instead of individual meters improve sidewalks for pedestrians, increase parking capacity, improve time enforcement and revenue.</p>	<p>As single-space meters move toward their end-of-life, and other large capital projects are planned for areas with single space meters, multi-space meters will be proposed as replacements.</p>	
<p>First time parking violators get a warning along with a brochure on long term parking options</p>		

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When will an evaluation of loading space uses in residential areas be done?	We will aim to review further in the final analysis. Further discussion / feedback / ideas from those impacted is encouraged.	
Does their proposed plan for phone pay-to park allow individuals to extend past two hours on residential streets? Most systems allow you to re-up your parking by phone. If so this is contravenes the 2 hour parking restrictions currently in place.	As proposed, no extensions would be permitted.	
Don't disagree with charging non-residents to park on residential streets - but what about our guests?	The temporary Residential Guest permit program will not be affected.	
<p>The editorial changes are necessary and somewhat overdue. However, deletion of of a principle concerning parking enforcement in the Residential Parking Districts seems to suggest a reduction in the number of enforcement ambassadors and hours of enforcement.can be expected in the future. This is contrary to what is needed to assure timely turnover of spots for visitors and open spaces for residents returning to their homes.</p> <p>The second sentence of Section 12.08.010 B. should be retained with slight modifications e.g., "Except in emergence, a sufficient number of officers ENFORCEMENT AMBASSADORS shall be on duty to effectively enforce the parking district laws between nine a.m. and eight p.m. EIGHT A.M. AND MIDNIGHT seven days a week. The number of officers ENFORCEMENT AMBASSADORS which this section AN AUTHORIZED AGENT is authorized to employ REQUIRED TO PROVIDE shall be provided set forth in the annual budget operating budget AND SPECIFIED IN THE CITY'S CONTRACT WITH THE AUTHORIZED AGENT.</p>		
Using paid parking in RPP districts 1 and 2 (from which I assume RPP permit holders would be exempt) is probably a good idea. The new revenue raised would be needed to pay for the enforcement which is lacking and allowing the abusive parking by non-permitted vehicles.		

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Why is there no discussion/recommendation to totally ban transient parking in high demand RPP areas?	This has been discussed. It is seen as a last resort in some areas and the consequences to all user groups downtown should be deliberated carefully.	
Will phone pay-to-park folks get an automatic ticket if their space is not vacated after 2 hours?	Ticketing will not be automatic. This would require sensors in the ground as a start, and further development between technology partners. Enforcement becomes considerably more efficient with paid parking, however.	
Will the pay-by-plate apply to any guests we have that need to park on the street because our off-street parking is full?	It would apply to anyone without a Residential or Temporary Permit.	
Will there be a mechanism in the phone pay software that will disallow an individual from renewing their parking in a specific zone after 2 hours is expended?	Yes	
Will these changes impact the hang tag system for visitors of residents? Their automatic scanning system would not seem equipped to deal with hang tags? Also how do they get away with restricting hang tags for residents as we have a right to guests as taxpayers.	No it would not impact that program.	
Will they step up enforcement in residential areas? We have seen no change as promised.	Enforcement has been increased with more hiring and the promulgation of License Plate Recognition equipped vehicles.	
Allowing residents with a parking pass to use under utilized parking garages/lots in the off peak evening hours as an alternative.	This is something we can consider / discuss further.	
As long as the city does nothing to expand available parking, it's a Zero Sum game and the game is Whack-a-Mole -- raising rates in one place merely drives cars to pop up elsewhere, such as deeper into our residential streets.		

Public Comment / Question	SP+ Comment	City Comment
<p>My first comment is that having SP+ do this study is like having the fox watch the henhouse. Every recommendation increases their revenue. Not a surprise.</p>		<p>SP+ does not monetarily benefit from the city accepting or adopting any of their recommendations.</p>
<p>We continually get compared to Baltimore and Washington DC as models for pricing which seems to be a way to justify charging higher fees. Shouldn't we be compared to towns that might be more in scale and retail driven rather than office oriented? Gaithersburg offers free parking next to Olde Town, Silver Spring is .70 to \$1 per hour.</p>	<p>Generally speaking, pricing is a tool to used in considering demand and meeting the goals of the sytem. At current, available capacity is scarce during peak times.</p>	
<p>If we want to help residents with parking, why do we keep increasing the rate to park in garages and meters?</p>	<p>We have not seen increases in our time. The rates suggested as part of the Graduated Rate Example actually reduce certain rate bands in the off-street portfolio so that on and off-street rates are working together more logically.</p>	
<p>Safety at night is a huge concern for late night city workers – I see no recommendations in the study to increase safety at the garages we are trying to get people to park in. If there is no change then how does the city think this will help encourage more people to park there?</p>	<p>We prioritize ssafety and will work with the City to provide options to increase safety by improving lighting, consider cameras, etc... Generally, we have not had incidents within the garages</p>	
<p>Make the city feel safer for pedestrians as they walk from District 1 to the next closest garages along West Street. The current walking path is across Duke of Gloucester (no button to request a walk signal), then go around a nighttime dead zone of Church Circle with poor lighting, poor visibility and plenty of panhandlers. Then into poorly maintained alley to Gotts Garage or cutting through a poorly maintained Whitmore Park that has signs stating to stay away after dusk.</p>		<p>The city police department and public works has been charged with walkability safety and a lighting assessment of the commented areas.</p>
<p>We need to make our garages feel safer with brighter LED lighting, brighter fresh paint, removing piles of trash bags at garage entrances, staff to remove panhandlers and remove urine smells from the stair wells and other maintenance as needed.</p>	<p>We will work to freshen the look of the garages and have experience with lighting improvements which will be explored.</p>	

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Why hasn't City coordinated physical signage with State along Rowe Blvd to direct cars to obviously under utilized garages?	We will discuss further with the City.	The city is investigating several different ways to provide the public with real time parking information.
Will the City provide signage to show parking ticket fines for moving car within a zone?	SP+ Will add fine information on annapolisparking.com , and will link to municode for all fine information.	
When a garage is full it needs signage to send people to the next closest garage	We will consider how to incorporate this information into signage.	
Way finding signage to garages/lots needs improving	We are working on options.	
The City needs to include parking directional signage to garages/lots not owned by the City	We are working on options.	
Signs outside the garages need to advertise the low evening rates and free parking garage.		
Adding signage on 2 hour limit signs, meters and parking kiosks to say all day parking and shuttle available at seven nearby parking garages with website.		
I think there is a technology solution being overlooked here. There should be a ParkAnnapolis mobile app that has real-time space availability, that allows the driver to select a parking location and it is automatically entered into the navigation app. It could also link to the Circulator app.	Real time space availability would require sensors to be installed on-street at significant expense. We are working toward upgrades to the garage equipment which will be able to feed data out to annapolisparking.com , an app, etc... for space availability in the garages.	

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In analysis, can we have SP+ state their hypothesis, on WHERE they think employees, visitors and residents should park respectively or are they just reacting to 'cars'	Residents should park in their Residential Permit District. Short term visitors may opt to select on-street metered or paid parking, while longer term visitors should consider off-street garages. Employees should utilize off-street parking.	
How does SP+ benefit from increased fees and how is SP+ paid? Does the City receive increase from additional parking fees?		SP+ compensation can be found in their contract at bit.ly/2nZRCFI . The city does receive increased parking revenues from additional parking fees.
What were the parking fees collected for 2016 by SP+ and by the City?	SP+ started On-Street operations in March, 2016 and Off-Street Operations in April, 2016. A full year of data is not complete, but through February, 2017, Parking Revenue has been \$5.07M.	
Why does parking program need to be so complicated?		
Does SP+ receive a fee for each time a parking app is used by customer?	Fees are paid to Parkmobile.	
Look at parking to shut down metered parking on MD Ave & State Circle. We need browsers, not destination shoppers.	We will discuss further with the City.	If meters are removed you will have squatters not browsers.
Does not want extended meter hours on MD Ave due to schedule.		Noted.
Not seeing enough enforcement.		Noted.
Owns two restaurants downtown. Does not want increased rates.		Noted.
Ice Cream Shop Owner. Wants Customer Study. Better Management of signs on Dock Street	We plan to visit this location and have a further conversation.	
Lives on PG Street. Wants all transient parking banned downtown in RPP Zones.		Noted
Murray Ave Resident. Doesn't like expanded Residential Parking Hours. Wants passes for visitors to be free.		Under consideration.
Red Bean Coffee. Seeks closer, inexpensive parking for employees on Main Street.	SP+ will meet with the owner of this location to look for options. At current, discounted parking is available for those working normal business hours at the Park Place Garage, which is connected by the Circulator.	

Public Comment / Question	SP+ Comment	City Comment
Landromat - MD Ave. Wants SP+ to meet. Does not want expanded paid parking or meter hours. Hurts clientele.	We will meet with this owner, and seek to meet further with the MD Ave and State Circle Business Assc.	
Cornhill St. Would like to see Residential - only parking on this street.		Noted
MD Ave & State Circle Biz Assc. How to measure who is using spaces on MD Ave and State Circle.	We would like to meet further to understand this question and work with the Association on their needs.	
Believes that vistors will not come to Annapolis if meter hours / rates are expanded		Noted
Would like to see more taxi spots downtown, and not to be bothered in the zones near market house where they are staging in evenings (bar closings). Ward 2 enforcement.	We plan to discuss the spots indicated in Market Space further with the City, and reach out to Mr. Eads for further conversation regarding Taxis and Ward 2.	The city has this under consideration.
Resident near MD Hall. Hard to park in his area during events.	We will review the area further during upcoming MD Hall events.	
8AM Meter Hours will hurt coffee shops. Wants better signage around multi-space meters.	We'll look further at signage. The Steps as listed are fairly intuitive.	

Public Comment / Question	SP+ Comment	City Comment
<p>Define Success. What are the cities like Annapolis in which SP+ has done this and how has it translated?</p>	<p>In the cities listed below, among others, SP+ has made recommendations for municipal parking programs regarding rates, meter operations, meter replacement/installation, parking rules/ordinances, balancing time-limited parking vs paid parking, etc... Next to each is a sample recommendation and corresponding result. Aurora, CO - Recommended an online 2-level administrative appeal process. Result: easier for the public to appeal and less administrative time to manage.</p> <p>Dunedin, FL- Recommended major changes to parking sign placement, amount of signs, sign language, and improved street lighting by area. Result: Less confusion of when, how, and where to pay for parking.</p> <p>Richmond, VA- Recommended and implemented new technologies including Pay by License Plate, License Plate Recognition, and Parkmobile pay by cell phone. In addition we reviewed and modified city code to ensure compliance. These technologies have made operations more efficient with better payment options for the public and improved accountability at all levels.</p>	
<p>Not Clear on Question / Comment</p>		
<p>What is the max # of permits per household? Does not like escalating fine structure.</p>	<p>There is no cap. Aside from Apartment buildings, it appears the highest number of permits for an one resident is 5.</p>	

Public Comment / Question	SP+ Comment	City Comment
121 PG Street. Wants scheduled/armed protection to go to Park Place. Midshipman are taking spaces (sticker abuse).	We'll look further at the issue with Midshipmen and subsequent documentation requirements.	
124 Smith. Survey the members of the community. We are moving too fast. Wants Privacy policies on websites.	We'll review privacy policy postings and further surveys.	
No to expanding meter hours earlier. Would like a permit during weekdays	SP+ to visit this shop and make sure they have a temp permit specific to MD Ave. Explore needs further.	
Concerned w/ 9Hr parking patrols. Would like to know the # of City parkers at Hillman.	There are 148 valid access cards under the City account. Occupancy is 75-80 during peak (weekdays).	
Had few issues parking within a block for 11 years. Does not think you can ban transients from Residential Permit Districts.		