



Office of the City Manager

CONSENT CALENDAR  
April 2, 2013

To: Honorable Mayor and Members of the City Council  
From:  Christine Daniel, City Manager  
Submitted by: Andrew Clough, Director, Public Works  
Subject: Disabled Placard Parking Policy for City-Owned Garages

RECOMMENDATION

Adopt a Resolution:

1. Establishing new policies and fees for vehicles parking with disabled placards and license plates at City Garages; and
2. Rescinding Resolution No. 65,640-N.S.

SUMMARY

Patrons parking at City Garages in possession of Disabled Person (DP) placards or DP license plates currently park without a fee. The automated revenue control equipment in the City Garages requires disabled patrons to press call buttons for assistance when exiting the garage, to avoid paying parking fees. After recording the name and DP placard number, a parking garage operator enables the vehicle to exit the facility electronically via a remote command center located at Telegraph Channing Garage. This process frequently causes traffic delays, especially during peak parking hours.

Staff is recommending a program that allows disabled placard or plate holders to qualify for free parking at City garages through advance registration for card keys access. The intent of the program is to simplify exit procedures for our disabled placard or DP plate-holding patrons, to reduce egress delays for all our patrons; to continue the long-standing free parking policy, which prevents imposition of undue hardship to disabled patrons; and to deter fraudulent use of DP placards.

FISCAL IMPACTS OF RECOMMENDATION

There are no costs to the City for the recommendation. All costs to implement a placard registration program to allow free parking in City garages and the implementation of parking fees for non-registered placard holders are covered under the City's contract with LAZ, the City's Parking Management Operator.

CURRENT SITUATION AND ITS EFFECTS

Parking at City garages is free for DP placard holders; however it requires the placard holder to perform several tasks in order to exit the garage. Our automated garages have no efficient or effective mechanism to provide payment exemptions for vehicles with DP

placards, as a result, visitors parking with DP placards must press call buttons for assistance when exiting. After providing their name and placard number to a remote parking attendant, the attendant opens the exit gate for that garage from a remote location inside the Telegraph Channing garage to allow the vehicle to leave.

Recording placard holder information helps to identify and deter fraudulent placard uses at garages. Currently each of our City garages has its own unique incidence of fraudulent DP placard use, and some examples include:

- Center Street Garage: 6 different vehicles have given 5 different names when exiting the garage: using the same DP placard.
- Oxford Garage: placards are not always displayed in the parked vehicles of building residents inside the garage, but instead are used in vehicles parking on-street in metered spaces, until it's time for the resident to exit the garage.
- Telegraph Channing Garage, a restaurant owner had a \$150 monthly pass but relinquished the pass and started using his father's placard to park daily, free of charge (his father is no longer active with the restaurant business).

At the March 20, 2012 City Council Meeting, staff was directed to return to Council with information on a process for issuing card keys for free parking to qualified disabled persons. Staff drafted a policy recommendation and program guidelines for DP placard parking at City garages that were submitted to the Commission on Disability at their November 2012 meeting for review. The Commission had comments and further program guideline recommendations. Staff was invited to attend a subsequent Commission meeting in January 2013 to discuss the Commission's recommendations, which have all been incorporated into the current policy recommendation to Council.

Establishing an "optional" disabled person's Parking Registration Program that allows free parking at City Garages is a practical solution to Council's request for a discounted rate, since garage automation cannot differentiate between vehicles with and without DP placards or license plates. A 1-time charge of \$15 would be assessed for a garage access card key, which is a 40% discount on the regular \$25 rate.

### BACKGROUND

In late March 2012, the 3 City-owned garages transitioned from manual (cashiers) to automated operation (ADA-compliant, pay station kiosks). Prior to the change, vehicles displaying DP placards parked for free. On March 20, 2012 staff recommended that Council adopt a new policy to charge vehicles displaying DP placards the regular hourly garage rates.

Council members had mixed opinions and concerns regarding charging parking fees to DP placard holders. The options of offering discounted versus free parking to avoid creating undue hardship were briefly discussed. The Council did not approve the recommendation to charge DP placards hourly garage parking rates, and directed staff to return with a process for issuing free parking access (card keys) to qualified DP placard holders.

A survey was conducted during the period June 1 through September 30, 2012, in which staff monitored the number of DP placards parking at the 3 City garages. Based on the length of stay at the applicable parking rates, DP placard holders received \$22,353 of complimentary parking during the 4-month period. From this process, two DP parking categories were identified:

1. Frequent Users (FR) – vehicles parking at garages at least 4 times per month.
2. Occasional Users (OC) - vehicles parking at garages less than 4 times per month.

#### Summary of Survey Results for DP Placards Used at City Garages June – September 2012

Facility	June 2012				July 2012			
	Amt	FR	OC	Total	Amt	FR	OC	Total
Center	\$1,343	9	128	137	\$2,163	18	166	184
Oxford	\$1,745	7	25	32	\$2,670	5	40	45
Telegraph	\$676	2	19	21	\$1,142	5	20	25
	<b>\$3,764</b>			<b>190</b>	<b>\$5,975</b>			<b>254</b>

Facility	August 2012				September 2012			
	Amt	FR	OC	Total	Amt	FR	OC	Total
Center	\$2,194	20	157	177	\$2,868	25	198	223
Oxford	\$2,112	6	39	45	\$1,965	10	24	34
Telegraph	\$1,277	4	23	27	\$2,198	7	23	30
	<b>\$5,583</b>			<b>249</b>	<b>\$7,031</b>			<b>287</b>

Center Street garage has the highest overall number of placard users (696). FR placard holders consist of nearby business employees and Berkeley City College students. Most OC users (649) attend matinees and evening theater events. At Oxford and Telegraph Channing garages, FR users are nearby business employees and apartment residents.

After completing the survey, staff initiated a pilot program comprised of select FR users at each garage facility. LAZ Parking offered the users an opportunity to purchase a card key for garage access with the registration of their vehicle license plate and DP placard information. The FR users welcomed the opportunity to purchase the card key, and avoid the hassle of stopping at the exit gates to provide redundant information for each garage visit. Currently, the pilot program is still in effect.

Implementation of the DP cardkey program will require outreach to OC DP placard parkers (restaurant, theater and movie goers, and students), for which LAZ Parking representatives will promote the program with each DP visitor that exits the garages. Commissioner Bonet has offered his assistance to ensure that City staff connect with staff at UC Berkeley's Disabled Students Affairs in order to inform Cal students who sometimes have commute needs.

Full implementation of the disabled person's parking registration program would be effective June 1, 2013. The Center Street Garage has a scheduled construction project to upgrade the disabled ramp access on the Addison Street side of the garage, near the elevators and parking machine kiosk. This project should be complete in May 2013.

RATIONALE FOR RECOMMENDATION

The City Council directed staff to develop and propose a free card key program for disabled persons parking at City Garages for their consideration. By issuing card keys to registered patrons using their vehicle and placard information, this program will: deter fraudulent placard use; provide a more convenient parking experience for users; reduce egress delays, and improve garage management efficiency.

ALTERNATIVE ACTIONS CONSIDERED

Staff's initial recommendation was to charge hourly rates at City garages for DP placards and license plates, like most other municipalities and private garages.

CONTACT PERSON

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Attachments:

- 1: Resolution
- 2: Disabled Person Placard Program Guidelines for City of Berkeley Garages

RESOLUTION NO. ##,###-N.S.

ESTABLISH POLICIES AND FEE ADJUSTMENTS FOR THE CENTER STREET GARAGE, TELEGRAPH CHANNING GARAGE, AND OXFORD GARAGE; AND RESCIND RESOLUTION NO. 65,640-N.S.

WHEREAS, Parking at Center Street, Telegraph Channing, and Oxford garages is free for Disabled Persons (DP) Placard holders; however it requires the placard holder to perform several steps in order to exit the parking garages; and

WHEREAS, the city's automated garages have no timely and effective mechanism to provide payment exemptions for vehicles with DP placards/ license plates; and

WHEREAS, establishing an "optional" disabled person's Parking Registration Program that allows free parking at City Garages, helps to identify users and deters fraudulent placard uses at garages is a practical solution since garage automation cannot differentiate between vehicles with and without DP Placards or License plates; and

WHEREAS, a one-time cost of \$15 for a garage access card key (a 40% discount on the regular \$25 rate) will be assessed to program users; and

WHEREAS, this Resolution replaces the policies and fee schedules for City Garages established by Resolution No. 65,640-N.S.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that respective policies and fees for the municipal parking garages are established as follows:

1. The City's monthly parking program will charge program participants a \$25 processing fee for each cardkey used to provide access and egress for the designated garage they use; and
2. The City's disabled person's parking placard program will offer a disabled person in possession of a valid Disabled Person (DP) Placard the option to register their parking placard or DP License Plate and vehicle(s) with the City or its parking garage Management Company, so that the individual "registered" card holder will receive free parking at any City garage; and
3. The City's disabled person's parking registration program will charge qualified program participants a \$15 processing fee for each cardkey used to provide access and egress to all city garages; and
4. All vehicles displaying DP placards that have not opted to register their vehicles shall pay the parking rates in effect at the city garages; and
5. The Center Street Garage shall have the following hours of operations and shall charge the following fees:

**Center Street Garage:**

Mon–Fri: 5:15 AM to 12:00 Midnight

Sat: 7:00 AM to 12:00 Midnight

Sun: 12:00 PM to 12:00 Midnight

<b>Center Street Hourly Rates</b>					
	<b>Minute Increments</b>	<b>Mon – Fri Exit by 11AM</b>	<b>Mon – Fri Exit after 11AM</b>	<b>Sat Exit by 2PM</b>	<b>Sat Exit after 2PM &amp; All Day Sun</b>
Up to 1 hour	(60 min)	\$1.00	\$1.00	\$1.00	\$1.00
1+ hrs	(61-120 min)	\$2.00	\$3.00	\$2.00	\$3.00
2+ hrs	(121-180 min)	6.00	6.00	6.00	6.00
3+ hrs	(181-240 min)	10.00	10.00	10.00	10.00
4+ hrs (daily max)	(240+)	15.00	15.00	15.00	15.00
Validations*		\$1.00 increments	\$1.00 increments	\$1.00 increments	\$1.00 increments

\* Issued electronically via participating Merchants

<b>Center Street Flat Rates</b>	
After 5 PM flat rate	5.00
Overnight charge	15.00
Lost ticket	15.00
Monthly Parking Cardkey processing fee	25.00
Monthly parking (not to exceed 180 spaces)	150.00
Monthly HOV parking	45.00
Motorcycle monthly	25.00
Special event	Up to 20.00
Disabled Parking (Registered User w/Card Key)	Free
Disabled Placards/License Plates (Non-Registered)	Hourly Fees Apply
Bicycle Parking	Free
Early bird (M-F, in by 9am, out by 6pm)	8.00

6. The Telegraph Channing Garage shall have the following hours of operations and shall charge the following fees:

**Telegraph Channing Garage**

Mon–Thu: 7:00 AM to 1:00 AM

Fri-Sat: 7:00 AM to 2:00 AM

Sun: 8:00 AM to 10:00 PM

<b>Telegraph Channing Hourly Rates</b>			
<b>Minute Increments</b>		<b>Validated*</b>	<b>Non-Validated</b>
Up to 1 hour	(60 min)	1.00	2.00
1+ hrs	(61-120 min)	2.00	4.00
2+ hrs	(121-180 min)	4.00	8.00
3+ hrs	(181-240 min)	6.00	12.00
4+ hrs	(241-300 min)	9.00	18.00
5+ hrs (daily max.)	(301+ min)	15.00	20.00

\* Issued electronically via participating Merchants

<b>Telegraph Channing Flat Rates</b>	
After 8PM flat rate	4.00
Overnight charge	20.00
Lost ticket	20.00
Monthly Parking Cardkey processing fee	25.00
Monthly parking (not to exceed 105 spaces)	150.00
Motorcycle monthly parking	25.00
Special event	Up to 25.00
Bicycle	Free
Disabled Parking (Registered User w/Card Key)	Free
Disabled Placards/License Plates (Non-Registered)	Hourly Fees Apply
Early bird (M-F, in by 9am, out by 6pm)	8.00

7. The Oxford Garage shall have the following hours of operations and shall charge the following fees:

**Oxford Street Garage**

Mon–Sun: 8:00 AM to 12:00 Midnight

<b>Oxford Street Hourly Rates</b>		
<b>Minute Increments</b>		<b>Hourly Rates</b>
Up to 1 hour	(0-60 min)	1.00
1+ hrs	(61-120 min)	3.00
2+ hrs	(121-180 min)	6.00
3+ hrs	(181-240 min)	10.00
4+ hrs (daily maximum)	(241-300 min)	15.00
Validations*	\$1.00 increments	

\* Issued electronically via participating Merchants **Limit- 3 validations per ticket**

<b>Oxford Street Flat Rates</b>	
After 5PM flat rate	4.00
Overnight charge	15.00
Lost ticket	15.00
Monthly Parking Cardkey processing fee	25.00
Monthly parking (not to exceed 20 spaces)	150.00
Early bird (M-F, in by 9am, out by 6pm)	8.00
Motorcycle monthly	25.00
Special event	Up to 25.00
Bicycle	Free
Disabled Parking (Registered User w/Card Key)	Free
Disabled Placards/License Plates (Non-Registered)	Hourly Fees Apply
Early bird (M-F, in by 9am, out by 6pm)	8.00

BE IT FURTHER RESOLVED that Resolution No. 65, 640-N.S. is hereby rescinded.

## ATTACHMENT 2: Disabled Person Placard Program Guidelines for City of Berkeley Garages

January 10, 2013

### Disabled Person Placard Parking Program Guidelines for City of Berkeley Garages

#### Program Guidelines

1. DP placard holders may register with LAZ Parking by providing valid State-issued photo ID, a valid DP registration card, a copy of their State issued DP Placard, and their vehicle(s) information (license plate #/make/model/color for the primary vehicle in which they will be riding in) and receive a card key that provides daily access to any City-owned public parking garage.

Temporary use and substitute vehicles may be registered on-site (via the customer assistance call button) at the facility gate arms.

2. Disabled persons with DP License Plates can only register and receive an access card key by providing State-issued vehicle registration and a State Issued ID.
3. The access card key will be valid at all three city garages and will allow free access (entry/exit) to garages on any given day during business hours.
4. Vehicles entering the facility with DP card key access must display their valid DP Placard in the vehicle at all times. Failure to display the assigned DP placard in the vehicle while parked will be subject to a citation and/or towing.
5. The DP placard owner must be present inside the vehicle when the vehicle enters the garage.
6. DP card key access **does not include** overnight parking. Additional fees for parking vehicles overnight will apply per each facility's rate structure.
7. Vehicles parking in the facilities over 72 hours will be considered abandoned per BMC 14.36.050 and subject to citation and/or towing.
8. DP card keys are limited to one per placard holder.

#### Fees

There will be a one-time non-refundable \$15 fee to issue the card key.

A defective card key will be replaced at no additional charge.

A replacement card key will cost an additional \$15.