



*“Parking Enforcement Overview”
Merchant Meeting
August 17, 2016*

*By: Larry J. Cohen, CAPP
Executive Director*



Enforcement

- *Mission (starting 1/1/17)*
 - Enhance the Customer Experience by Providing a “One Stop Shop” for “Everything Parking”*
 - Streets Turning Over for Everyone’s Benefit (8AM-6PM per existing city ordinance)*
 - Consistent Enforcement Throughout the City*



Enforcement

- *City & LPA Agreed, Parking Is Fragmented*
 - “Who To Go To For What?”
- *Areas Of Responsibilities*
 - Metered Parking Areas
 - Residential Permit Program
 - Enforcement Support of Street Sweeping
- *Process*
 - All Payments To LPA (starting on 1/1/17)
 - Disputes Process to LPA (not Treasury)
 - Same: Booting & Towing, Police
 - Same: Hearing @ District Justice, if not paid



Enforcement

- *Please Feel Free to Provide Us Input*
- *We Are Investing In The Program*
 - *New Handhelds & Software*
 - *Photo(s) on Ticket Highlighting Violation*
 - *“Green” Vehicles*
 - *On-Line Payment & Appeal Process For Customer Convenience (with on-line & in-office photo verification)*
 - *Drop Box*

*And, Start in January, Our New Offices
@ 30 West Orange St.*





HELP WANTED

Starting in October, Recruiting for:

- Executive Assistant, Public Relations & Human Resources Support*
- Customer Service Reps*
- Staff Accountant*
- Enforcement Supervisors*
- Part-time Enforcement Officers*



Enforcement

- *Complaints Will Always Be...
“You Either Ticket Too Much Or Not Enough”*
- *Will Return Later In Fall to Discuss
“Pay By Plate” Conversion @ Kiosks/Pay-By-Phone*
- *Feel Free To Let Us Know Your Thoughts @
--717.299.0907
--lcohen@lancasterparkingauthority.com*