

# TRANSMITTAL MEMO

**TO:** Council President Brandon M. Scott  
**FROM:** Peter Little, Executive Director  
**DATE:** October 9, 2019  
**RE:** Council Bill 19-0164R



I am herein reporting on City Council Bill 19-00164R introduced by Council President Scott, Councilmembers Henry, Dorsey, Bullock, Burnett, Cohen, Stokes, Clarke, Sneed, and Reisinger for the purpose of recommending the creation of City government customer service centers.

The Parking Authority has reviewed this resolution. The Parking Authority has done much to make its services more accessible to residents over the past 15 years. Applications for many of our services, such as residential parking permits, truck loading zones, passenger loading zones, valet zones, and garage monthly contracts and transient parking, are available online. We are in the process of putting all remaining applications for services online within the next 12 months. We also already provide community-based pick-ups of residential parking permits in a majority of neighborhoods with Residential Permit Parking (RPP) programs.

However, if sufficient funding is provided to set up, maintain, and operate the proposed customer service centers, then the Parking Authority would not be opposed to their establishment.