



12.5.16
City Council Meeting



Item 8:
**Consideration of Parking Task
Force Recommendations**



Parking Taskforce Recommendations

Overview

Taskforce Makeup

- Tronette Green, Corey Barrett, Christian Lockamy, Bianca Shoneman, Kevin Mulligan, Rik DiCesare, Chris Ivey, Stacy Pigford; adjunct members Kim Branch, Merrill Flood, Mark Holtzman

Process

- Process optimization, customer experience, following money, internal process, site visit

Public Input

- Reserve 100-200 spaces uptown for development until a long term parking supply strategy is in place, preferential parking outside businesses, keep and expand on-street parking on Dickinson Ave, courthouse in session creates short-term issues, 2 hour parking signs are ambiguous, standardize hours and rates, expand E-tag

Overview

Parking Recommendations

- Standardization of signage, single point of contact for customers, update website, gate the parking deck, stripe-restripe all on-street parking spaces, require tow trucks to accept electronic payment or install ATM, standardize leasing, consolidate expenses and revenues, create RFQ/RFP for 3rd party parking contractor in 2017 for consideration in 2018 budget
- Post RFP for professional parking study for high impact (rates, meter locations), high cost (parking structure) and parking demand reduction strategies

Parking and Transportation Committee

- Letter of support

Existing



Public Signage Existing



Public Lot Signage

Replace inconsistent existing city signs

Example: Harris Lot, 2 hour parking signs, etc.

Create a standardized signage for public lots

- High quality
- Legible print for signs
- Standardize color
- Standardize support post

Future Standards



Uptown Private Signage Existing



Private Parking Signs Guidelines

Create a guideline for private parking lots

- High quality
- Legible print for signs
- Standardize color
- Standardize support post

Seek grant funds to pay for private sector transition to meet guidelines

Uptown Signage Future



**GUEST
PARKING
ONLY**
← →
UNAUTHORIZED
VEHICLES WILL
BE TOWED AT
OWNERS' EXPENSE.



P
HARRIS
PUBLIC PARKING LOT
Uptown
Shopping
& Dining
Leased Parking as Designated
Monday-Friday 7:00am-5:00pm



**Private
Parking**

Unauthorized Vehicles will be
Towed at Owner's Expense



THE MEADOWS
Future
Resident
Parking

Parking Deck Existing (*Cotanche*)



Parking Deck Existing (*Fourth St.*)



Parking Deck Existing (*Interior*)



Deck Considerations

Recommend security gates at entrance/exit

- \$160k-260k (should City budget for 2018 or proceed now)
- Gate should operate to allow GPD (or parking) to operate offsite
- Place sign at entrance with fee structures
 - Removable special event parking signs (done)
 - Note: Loss of up to 8 parking spaces

Sign posted at each individual space (Public or leased)

- \$12k estimated cost

Deck Considerations cont.

Remove Parking Kiosks, replace with user friendly options

- Customer pays upon exit

Special Event Parking

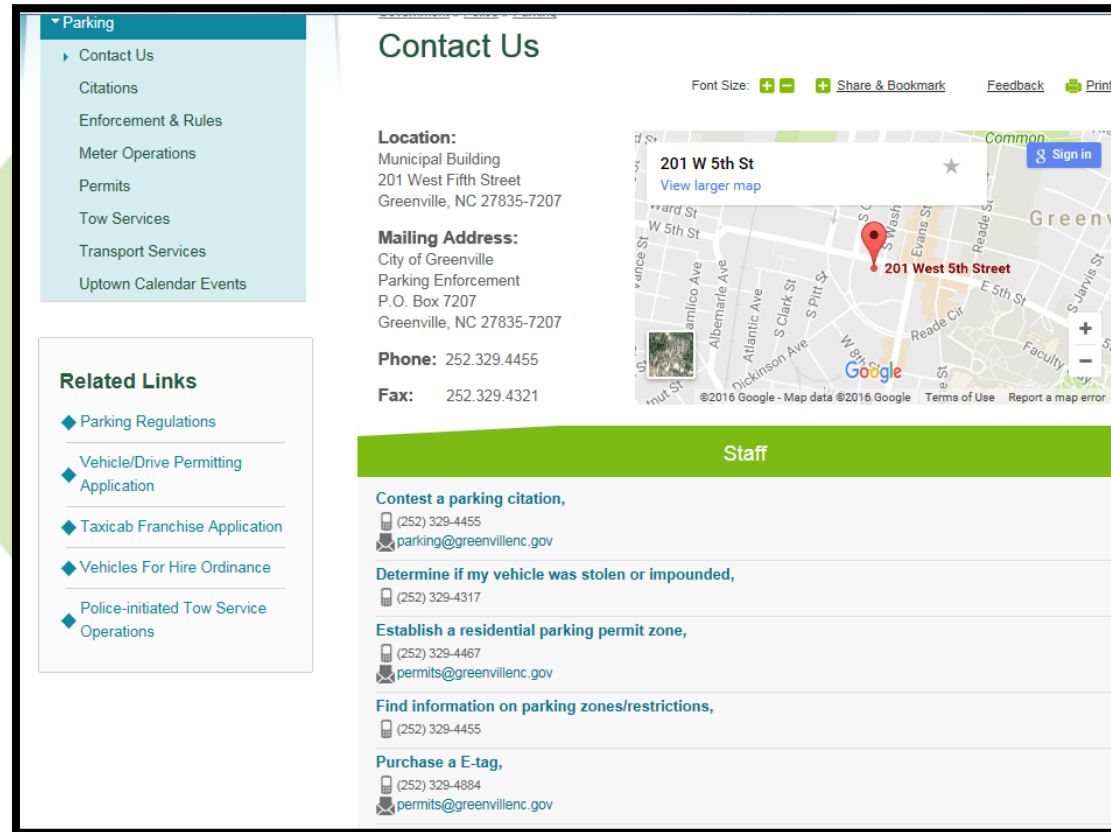
- Create a new special event flat fee parking program
 - (Require new fee structure)

Parking Deck Possibilities



Other Parking Considerations

Single Point of
Contact for
Parking and
Consolidate
Web content



The screenshot shows a web page for the City of Greenville's parking services. On the left is a navigation menu with options like 'Contact Us', 'Citations', and 'Permits'. The main content area is titled 'Contact Us' and includes a map of the city with a red pin at '201 West 5th Street'. Below the map, there are contact details for the Municipal Building, including phone and fax numbers. A 'Staff' section lists various services such as contesting citations, reporting stolen vehicles, and purchasing E-tags, each with a phone number and email address.

Parking

- Contact Us
- Citations
- Enforcement & Rules
- Meter Operations
- Permits
- Tow Services
- Transport Services
- Uptown Calendar Events

Contact Us

Font Size: + - + Share & Bookmark Feedback Print

Location:
Municipal Building
201 West Fifth Street
Greenville, NC 27835-7207

Mailing Address:
City of Greenville
Parking Enforcement
P.O. Box 7207
Greenville, NC 27835-7207

Phone: 252.329.4455

Fax: 252.329.4321

201 W 5th St
View larger map

201 West 5th Street

Staff

Contest a parking citation,
(252) 329-4455
parking@greenvillenc.gov

Determine if my vehicle was stolen or impounded,
(252) 329-4317

Establish a residential parking permit zone,
(252) 329-4467
permits@greenvillenc.gov

Find information on parking zones/restrictions,
(252) 329-4455

Purchase a E-tag,
(252) 329-4884
permits@greenvillenc.gov

Other Parking Considerations

Stripe-Restripe On-street Spaces

Tow trucks accept E-payment or provide ATM on-site

Consolidate parking expenses and Revenues

Post Parking Consultant RFP High Impact and High Cost
Recommendations

- Meter Rates, Meter Locations
- Parking Structure size and Location

Create RFP for 3rd Party Contractor in 2017 for consideration in 2018

Public Education

- Create public education strategy in December
- December/January educate public

[Greensboro educational video](#)



Item 9:
**2016-17 Employee Evaluation
Ratings and Merit Pay System
Update**

Background

- City contracted with Segal Waters Consulting in 2015 to assist with development of :
 - performance management system
 - pay matrix linked to employee performance
- Performance management system implemented in fall of 2015, based on focus group input

Background

- Training workshops for supervisors and orientation sessions for employees were held during implementation of new system
- Evaluation period established during 2015-2016
- Draft pay matrices were developed to link pay to performance

Background

- Human Resources Department audited historical performance appraisal ratings to:
 - determine the distribution of performance ratings
 - project distribution of employee evaluation ratings for the 2016-17 performance review period

Comparison of Actual Employee Evaluation Ratings as compared to Projected (2016-17 Review Period)

<u>Evaluation Rating</u>	<u>% of Employees Receiving Rating</u>	
	<u>Projected</u>	<u>Actual</u>
Unsatisfactory	0.0%	0.0%
Needs Improvement	1.0%	0.2%
Sometimes Meets Expectations	4.0%	4.3%
Meets Expectations	50.0%	65.9%
Exceeds Expectations	35.0%	25.1%
Top Performer	10.0%	4.5%
Total	100.0%	100.0%

Merit Pay Matrix for an overall 1%-4% salary increase

	1%	2%	3%	4%
Employees Below Midpoint				
Unsatisfactory	0.0%	0.0%	0.0%	0.0%
Needs Improvement	0.0%	0.0%	0.0%	0.0%
Sometimes Meets Expectations	0.0%	1.5%	2.0%	3.0%
Meets Expectations	1.0%	2.0%	3.0%	4.0%
Exceeds Expectations	1.5%	2.8%	4.0%	5.0%
Top Performer	2.5%	3.5%	4.8%	6.0%

Merit Pay Matrix for an overall 1%-4% salary increase

	1%	2%	3%	4%
Employees Above Midpoint				
Unsatisfactory	0.0%	0.0%	0.0%	0.0%
Needs Improvement	0.0%	0.0%	0.0%	0.0%
Sometimes Meets Expectations	0.0%	0.0%	0.0%	0.0%
Meets Expectations	.5%	1.5%	2.5%	3.0%
Exceeds Expectations	1.0%	2.0%	3.0%	3.5%
Top Performer	1.3%	2.5%	3.5%	4.0%

Merit Pay System

During 2016-17 budget process, Council decided to move slowly with transition to a merit pay system due to concern of new evaluation system and staff needing time to acclimate to new evaluation tool. Therefore,

- 2016-17 adopted budgeted included a 2% market adjustment for all employees
- 2017-18 financial plan included a 1% market adjustment and 1% to fund merit pay
- Full transition to merit pay system commencing in FY 2018-19

Next steps

- Managers and supervisors will meet individually with employees in December to review their performance for 2015-2016
- Periodic refresher training will be held with managers and supervisors to reinforce key concepts
- Re-visit merit pool funding for FY 2017-18