



## **CITY OF KIRKLAND**

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**[www.ci.kirkland.wa.us](http://www.ci.kirkland.wa.us)**

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### **MEMORANDUM**

**To:** Dave Ramsay, City Manager

**From:** Tami White, Parking Coordinator

**Date:** October 24, 2007

**Subject:** Email response to Mr. Michael Thompson regarding a parking ticket

### RECOMMENDATION

It is recommended that the Council authorize the Mayor to respond by email to Mr. Michael Thompson about the parking citation he received on Friday, October 12<sup>th</sup>.

### BACKGROUND DISCUSSION

Mr. Thompson and his wife are new to the area and visited downtown Kirkland on Friday, October 12<sup>th</sup>. They came back from dinner and to their surprise found a parking citation. They did notice that the parking lot at Lakeshore Plaza (lakefront, as he referred to it) had both free parking and pay parking. He also states that they were 30 minutes early for when the parking became free, which means he arrived about 7:00 p.m. He felt that at night in an unfamiliar area, the two different parking areas were not clearly marked. He confirms this by stating that he walked up and down the area and saw other cars with citations. He plans on writing the proprietors to tell them he will not return to Kirkland again because of this experience. He felt the City's parking layout is such to generate another source of income.

In June 2004, the City installed a total of 60 (now 58) pay parking stalls in both the Lakeshore Plaza and Lake and Central locations in order to give people an option to stay longer and to meet the demands of turnover for convenient parking as part of a parking management tool. Over this time, we have received complaints to the confusion of having both pay and free stalls in the same lot. The Parking Advisory Board has communicated with council in the past to consider, at least, the Lake and Central location as a completely pay lot. In the board's next study session with council, they plan on communicating the public's response to downtown parking, the technology which may fit well with our downtown and their recommendations.

**DRAFT**

Hello Mr. Thompson,

Thank you for taking the time to share your unfortunate parking experience with me. It is true with the partially pay and 2-hour free parking stalls confusion can present itself to someone who is unfamiliar to our parking lots. I will ask staff to review the current signage in the Lakeshore Plaza parking lot. We specifically will look at it from the perspective of someone both new to our City and who is unfamiliar with our practice of having two types of parking in the same lot.

In June 2004, we increased what was 10 pay stalls to approximately 58 pay stalls allowing customers up to 4-hours of parking versus the standard 2-hour stalls. The demand for longer term parking coupled with what our parking studies showed, that when the parking is full it's best managed by offering patrons pay parking options. Pay parking encourages turnover which provides parking opportunities for more people.

Downtown parking is a challenge for many communities, and we do rely on feedback like yours to help us continue to improve parking in Kirkland. If you have any other parking questions or comments, you may contact Tami White, the Parking Coordinator, by email [twhite@ci.kirkland.wa.us](mailto:twhite@ci.kirkland.wa.us) or by phone at 425.587.3871.

Sincerely,

James L. Lauinger

----- Original Message -----

From: Mike Thompson <miket1024@hotmail.com>  
To: James Lauinger  
Sent: Sat Oct 13 09:00:39 2007  
Subject: No longer doing business in Kirkland

Sir,

I am new to the area and last night my wife and I visited Kirkland where we had a nice dinner and did some shopping and found it quite pleasant. Imagine our surprise when we returned to our car and found a parking citation. It seems the lot we parked in at the lakefront was partially free, and partially paid and apparently we parked there 30 minutes before it also became free. When parking at night, in an unfamiliar area, this was certainly not clear, so today I'm paying the \$20 fine. Rest assured however that we will never return to Kirkland and that we will be writing the proprietors we did business with last night to tell them why. It is unfortunate that short sighted bureaucrats have created a situation where short term gains outweigh long term investments. And please don't bother with the excuses about how well marked it is; I walked up and down the area where I parked and saw more than half of the cars with citations. Clearly visitors are confused, and just as clearly the city simply wants another source of income.

Sincerely,

Michael Thompson