

Jomsky, Mark

From: Paul Little [Paul@pasadena-chamber.org]
Sent: Friday, June 19, 2009 10:44 PM
To: City_Council; Jomsky, Mark; Beck, Michael; Dock, Fred
Cc: siba@southlakeavenue.org; steve@oldpasadena.org; michael@greenstreetrestaurant.com; eromo@playhousedistrict.org
Subject: Consent Calendar Item 3A2, Parking Contract

Dear Mayor and Council Members,

Please hold approval of Agenda Item 3A2 (Renewal of parking contract with Intercon Security) until such time as you have had the opportunity to confer with your downtown business district management and boards. As you are aware, there have been numerous and ongoing complaints about the conduct of the incumbent parking enforcement contractor. Those complaints continue to this day.

Parking enforcement has a real and immediate impact on the experience of visitors to our city and business districts. Complaints continue about the enforcement practices of Intercon Security. Most recently I heard about an Intercon employee trying to ticket cars that were waiting to be valet parked at one of our better restaurants. I also had a phone message from another very disgruntled patron of Old Pasadena two weeks ago who vowed never to return to Pasadena after getting a ticket as the meter was expiring.

Please take the time to confer with those responsible for ensuring the ongoing vitality of our downtown business districts before renewing this contract. Their input could be very important to this decision.

Thank you,

Paul Little
Pasadena Chamber of Commerce

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Jomsky, Mark

From: Michael Hawkins [Michael@GreenStreetRestaurant.com]
Sent: Saturday, June 20, 2009 8:05 AM
To: 'Paul Little'; City_Council; Jomsky, Mark; Beck, Michael; Dock, Fred
Cc: slba@southlakeavenue.org; steve@oldpasadena.org; eromo@playhousedistrict.org
Subject: RE: Consent Calendar Item 3A2, Parking Contract

Dear Mayor and Council Members:

I could not agree more with Paul Little on this subject. I personally witnessed the incident Paul mentions at the restaurant. It was not Green Street, but one of our neighbors. In addition to the matter Paul brings up, the same person threatened to ticket our delivery of 40 cases of wine one afternoon. We have been in business on Shoppers Lane for over 26 years and we have never -- I repeat, never -- been not allowed to make a delivery. I urge you to find another company that will treat our businesses and our customers with respect.

Thank you.

Michael

Michael Hawkins
g Green Street Restaurant
Celebrating 30 Years
146 Shoppers Lane
Pasadena, CA 91101
626.577.5739
F 626.577.6750
michael@greenstreetrestaurant.com
www.greenstreetrestaurant.com

From: Paul Little [mailto:Paul@pasadena-chamber.org]
Sent: Friday, June 19, 2009 10:44 PM
To: city_council@cityofpasadena.net; mjomsky@cityofpasadena.net; mbeck@cityofpasadena.net; fdock@cityofpasadena.net
Cc: slba@southlakeavenue.org; steve@oldpasadena.org; michael@greenstreetrestaurant.com; eromo@playhousedistrict.org
Subject: Consent Calendar Item 3A2, Parking Contract

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Thank you,

Paul Little
Pasadena Chamber of Commerce

6/22/2009

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3.A.2.

Jomsky, Mark

From: Steve Mulheim [Steve@oldpasadena.org]
Sent: Monday, June 22, 2009 5:01 PM
To: Beck, Michael; paul@pasadena-chamber.org; City_Council; Jomsky, Mark; Dock, Fred; Ed Eyerman
Cc: slba@southlakeavenue.org; michael@greenstreetrestaurant.com; Eromo@playhousedistrict.org
Subject: RE: Consent Calendar Item 3A2, Parking Contract

City Manager, Mayor and City Council,

It is unfortunate that the Parking Commissions and Downtown management entities were not involved in this process. In fact, the Old Pasadena Parking Meter Commission met just last week and was not informed of this process or its impending outcome, although aggressive parking enforcement and issues surrounding such have been an ongoing discussion. I receive consistent and constant complaints concerning aggressive enforcement and rude, often disrespectful, behavior by enforcement officers. Customer service expectation, training, and accountability are extremely important components of this contract, and of maintaining an economically strong downtown retail environment.

I join Paul Little in respectfully requesting that input from these groups be sought prior to a contract being awarded. If this is not possible, ongoing customer service improvement must be a significant priority within the contract.

Sincerely,
Steve Mulheim

Steve Mulheim President & CEO
OLD PASADENA MANAGEMENT DISTRICT
65 N. Raymond Ave., Ste. 260 Pasadena CA 91103
Tel 626.356.9725 x12 Fax 626.356.9775

From: Beck, Michael [mailto:mbeck@cityofpasadena.net]
Sent: Saturday, June 20, 2009 10:05 AM
To: paul@pasadena-chamber.org; City_Council; Jomsky, Mark; Dock, Fred
Cc: slba@southlakeavenue.org; Steve Mulheim; michael@greenstreetrestaurant.com; Eromo@playhousedistrict.org
Subject: Re: Consent Calendar Item 3A2, Parking Contract

Paul,

Please have your members forward any details you have or will have about aggressive enforcement practices. Intercon has been very responsive to changing their practices, or their personnel when we identify problems. And when the issue is a City rule we are evaluating and making adjustments as appropriate.

Thanks,

...Michael

Michael J. Beck
City Manager
City of Pasadena
(626) 744-7927

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

From: Paul Little <Paul@pasadena-chamber.org>
To: City_Council; Jomsky, Mark; Beck, Michael; Dock, Fred
Cc: slba@southlakeavenue.org <slba@southlakeavenue.org>; steve@oldpasadena.org <steve@oldpasadena.org>; michael@greenstreetrestaurant.com <michael@greenstreetrestaurant.com>; eromo@playhousedistrict.org <eromo@playhousedistrict.org>

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Re: Consent Calendar Item 3A2, Parking Contract

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Sent: Fri Jun 19 22:43:56 2009

Subject: Consent Calendar Item 3A2, Parking Contract

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Thank you,

Paul Little
Pasadena Chamber of Commerce

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6/22/2009