



## ***Fact Sheet***

.....

Houston's Parking Management processes have undergone a renaissance since 2005. With the support of the Mayor, several important milestones have been reached, including:

- Relocating Parking Management to the Convention & Entertainment Facilities Department to consolidate on- and off-street parking services and programs into one organization (August 2005);
- Appointing the first citizen-led Parking Commission in the State of Texas (March 2006);
- Initiating a major multi-phase project, replacing the City's parking meters with technologically-advanced meters and positioning Houston at the forefront of the parking industry (Deployment: September 2006); and
- Reinforcing Parking Management to ensure the highest level of customer service through skilled management and organized marketing efforts.

One of the first steps in improving the City's relationship with customers was to develop and implement an educational community outreach program. The goal was achieved by an integrated approach through a number of outlets, including:

- Establishing an interactive Web site, offering conveniences to citizens such as paying citations online and also providing FAQs, tips to promote safety and avoid parking citations and additional information on parking services often requested by our customers ([www.houstonparking.org](http://www.houstonparking.org)) (Feb 2006);
- Developing an informative brochure distributing pertinent parking information to area businesses, residents and guests. Via the Greater Houston Convention & Visitors Bureau and the George R. Brown Convention Center, in addition to area hotels, airports and the on-street parking enforcement officers as they work their daily beats, the colorful

brochure offers parking tips and an easy-to-read downtown map (March 2006);

- Expanding the Disabled Parking Volunteer Program to include more than 400 citizen volunteers, with training sessions conducted at local agencies, including METRO, HISD and the Texas Medical Center. During 2005, citizens working as volunteer parking enforcement officers were responsible for 2,255 disabled parking violation citations – that's 23 percent of the more than 9,800 total citations issued; and
- A community outreach program whereby Parking Management presents enforcement issues relative to residential areas to Super Neighborhood groups and homeowner's association meetings. The presentation also provides an opportunity to discuss and address common parking issues faced by residents. To create awareness, Parking Management follows the presentation with two weeks of heavy enforcement in the area, issuing only warning citations to vehicles found in violation of parking ordinances (ongoing).

*Parking Management is a division of the City of Houston Convention and Entertainment Facilities Department. In addition to servicing and maintaining almost 6,000 on-street parking spaces across the Greater Houston area, Parking Management enforces parking regulations for all commercial and residential areas, thereby contributing to pedestrian safety and a smooth flow of traffic. Parking Management also encourages parking awareness and supports public transit initiatives.*

*For more information about Parking Management, please call 713-837-0311 or visit [www.houstonparking.org](http://www.houstonparking.org).*