

From: [Jane Balster](#)
To: [Frey, Jacob](#); [Kasper, Irene M.](#)
Cc: [Jane Balster](#)
Subject: Testimony for Parking lots form of payment ordinance 15-00450
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Hello, I would like to share my story and situation from an "honesty" lot in Minneapolis. I want to strongly encourage the new payment ordinance so others can avoid dishonest and frustrating situations like mine. Please feel free to use my name and my story during testimony for the passing of this ordinance. Thank you!

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On Friday night, Dec 18, I met friends at Tangiers. I parked in the adjacent lot to the building at the corner of 1st Ave. and 2nd street north. It is owned by WW Parking.

I arrived around 6:30 pm and proceeded to fill out the payment envelope with the date, my license plate number and amount paid (\$5). I additionally wrote down the space number; 125. Put the money in the envelop, licked it shut and dropped it in the payment box.

I came out to leave around 10:45 and my car was not there. I asked the door men, and they said the lot I parked in wrongfully towed cars often. One door man said he has seen the security guys take the envelopes out of the box, take out the money and tear up the cards. Destroying any proof the consumer paid.

I called the towing company and they did have my car. I called the security company and they insisted there was no envelope in there with my car plate or spot number on it. The man was rude, called me an inflammatory name and hung up. I called back, he continued to tell me I didn't pay, should have and there had been no envelope. He hung up a second time.

I ended up having to pay \$288 to get my car back from the towing place, Corkys Towing at 4040 Washington.

My anger and frustration, besides the \$288...is the easy scam this is to consumers. As a consumer in this type of parking situation, we have no way of showing we paid. We are completely at the mercy of the honesty of the security company's who check the payment boxes. As this one showed...they are dishonest and stealing, and victimizing the honest customers of the lot.

I strongly believe the time has come to change the way these lots collect parking fees. Downtown is busier than ever and these lots are used a great deal. In the north loop, these are pretty much the only type of lots available. Consumers are ripe for being "robbed" as I was. There is Absolutely no proof of payment and consumers are at the mercy of honest (or dishonest in many cases) security

teams who check the lots. Kickbacks from tow companies and no checks or balances make this a system that needs to change.

Thank you for hearing my story and I look forward to hearing the outcome of this procedure.