

**Questions, Concerns and Suggestions for Parking Ramp
370 Galloway Street, Eau Claire, WI**

1. What are the overall goals for the ramp?
 - a. To replace those parking places taken up by new construction?
 - b. To provide parking for nearby businesses and residents of nearby apartment buildings that do not provide parking?
 - c. To provide parking for Pablo events?
 - d. To gain enough in parking fees to pay off the investment within a period defined by a cost/benefit analysis?
 - e. Do you want the ramp to be revenue positive over and above break even?
2. What kind of analysis has been done on the operation of the ramp to date?
 - a. How much in fees has been collected versus projected fees on an annual basis?
 - b. Do the cameras at the entrances take pictures of the license number of vehicles entering the ramp? Does this include cars and motorcycles? (Stated in the explanation on website to introduce the public to the Passport app.)
 - c. How many tickets have been issued for those who enter but do not pay within "10 minutes"? (Stated in the explanation on website to introduce the public to the Passport app.)
 - d. How much police time has been required to address noise complaints and other public complaints generated by the improper use of the ramp?
 - e. What has been the cost to the police department in dollars and time?
 - f. What are the capabilities of the existing cameras in the ramp? Are you getting what you need from them?
 - g. What is the budget for parking ramp maintenance?

Concerns

1. The negative effect of the noise has significantly impacted nearby residents and their ability to enjoy where they live. This hurts building owners and has caused some residents to move out. Repeated attempts over several years to enjoin the City in solving this problem has resulted in no significant action, and we aren't quite sure why. It really is rather a black-eye for the City - it's a beautiful ramp and its usefulness is being severely compromised.
2. The public is aware of some of the ramp problems. This may affect their willingness to use the ramp. At night especially, vehicle speed and racing are a significant safety issue.
3. The police are aware of ramp problems. Refer to their log of complaints from the public about ramp noise, exhibition driving, safety concerns, etc. Chasing them out is a short-term fix, and in fact has resulted in some retaliation by the offending drivers after the police leave.
4. Residents near the ramp continue to monitor activities on the ramp. An unusual amount of vehicle traffic to the fourth level of the ramp causes one to wonder what they are doing there that requires lack of surveillance and relative anonymity? They likely are not using the ramp for its intended purpose of parking.

5. Most of the vehicle noise problems come at night and on the weekends. People who are making the majority of the noise with their vehicles are not there to use the ramp for parking. We are concerned that it is also highly unlikely they are paying to be there, and even if they were, it is not to park.

Suggestions

1. Install a gate at the entrances that requires the person entering the ramp to commit to parking and to paying for parking. This single solution would, in our opinions, go a long way toward solving many of the problems. There are many parking ramps across the country that use these systems which could replace Passport. Or does Passport have a ramp version? Our research shows that Passport is intended for street parking.
2. Place barriers at the pedestrian entrance across from the JAMF building to restrict motorcycle access at this point of entry. It may be necessary to secure the two main entrances as well.
3. Reduce noise on the ramp by enforcing existing laws regarding noise produced by altered exhaust systems. This could possibly be done by setting up random check points on Galloway, Barstow and Riverfront Terrace using Sound Level Meters and Noise Cameras, traffic stops and community reports. It should be much easier to catch loud vehicles this way rather than waiting for complaints when the loud vehicles are already on the ramp. Random checks and a few hefty fines could get the word out to scofflaws.
4. On the ramp itself install speed bumps at a few strategic places. Some types exist that can be glued to the surface vs. drilling holes.
5. Ticket the scofflaws to the maximum extent possible. If license plate numbers are available, they should be getting tickets – 24/7/365. Or are these drivers covering up their license plates? Can you tell from the cameras?
6. Require motorcycles and scooters to park on the main level. These vehicles need to maintain a certain speed to stay upright and accelerate up a ramp, thereby producing excessive noise. Some of them have altered exhaust systems that are even louder.
7. Post speed limits on the ramp. Also post signs saying children and pedestrians are present in the ramp.
8. Signs about ramp rules are posted in the stairwells. Drivers do not see them there!
9. Without gates, random yet regular police patrol may work?

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