

PARK Roanoke Newsletter

www.PARKRoanoke.com

June/July 2015

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On-street "timed" parking will not be enforced on

Friday, July 3, 2015

- **Did You Know?**
PARK Roanoke has 4,000 parking spaces downtown! It's easy to PARK Once and enjoy all downtown has to offer.

Take Advantage of our Discount Rates

EARLY BIRD RATE

- \$3 for all day parking with entry before 9 a.m.

Campbell Garage

LUNCH TIME RATE

- **Market Lot** \$1 from 11:30 a.m. to 1:30 p.m.
- **Lost and Found**— Women's Jewelry has been found at Church Ave Garage. Contact us with a description. 343-0585

Do you need a Residential Parking Permit?

All Permits Expired
5/31/2015

Contact PARK Roanoke for details 343-0585.

Visit our Facilities:

Campbell Garage
Center in the Square
Church Avenue Garage
Elmwood Park Garage
Gainsboro Garage
Market Garage
Tower Garage
Elmwood Lot
Higher Education Lot
Market Lot
Warehouse Row Lot

PARK Roanoke
117 Church Ave., SW
Roanoke, VA 24011
(540) 343-0585
parking@PARKRoanoke.com

Putting the Ma'am in Maintenance

Parking is an industry where women make up roughly 15% of the workforce. PARK Roanoke is proud to employ many women in its ranks including members of its management team. These professionals reflect diversity in the workforce and serve in roles that have traditionally been filled by men. For example, PARK Roanoke's Manager Jaime is responsible for facilities maintenance of the parking garages and lots in the City's off street parking system. Facility maintenance is essential to the long term serviceability of these decks and lots and one of the most important things that an owner or operator of parking system can do is to formulate and implement a proper maintenance plan for them. No small job assignment here.

Jaime has been with PARK Roanoke since 2006 having been promoted through the ranks to Manager. She has worn most of the hats in the operation along the way but her talents shine in the maintenance role. Her main responsibility includes maintenance of the garages and lots including supervising a staff of twelve. Her team grinds through a fairly daunting to do list which includes custodial duties, trash removal, painting, equipment maintenance, graffiti removal, landscaping, snow/ice removal, sweeping, mopping, cleaning, changing light bulbs, repairing access equipment, crack filling, space striping and that is just for starters. She also manages the contracts for preventative maintenance for equipment in the garages and keeps a careful eye on lighting levels and clean windows.

The list goes on but the overall goal of each maintenance chore is to keep each location structurally sound, safe, attractive, and operational. The work keeps her in and out of locations throughout the busy day, or in her office bidding projects, placing orders, coordinating with contractors, holding staff meetings, and keeping her maintenance plan up to date. Jaime helps develop the annual parking operating budget to ensure that monies are where they need to be to stay on top of all the needs in any given fiscal year.



Believe it or not, there is more. Jaime also has a central role in capital projects that take place in, around or on top of city garages! Case in point is the new Hampton Inn & Suites being built atop the Market Garage on Church Avenue. Jaime serves as liaison between the hotel's contractor, the City, and parking operations to ensure that parking experience is not overwhelmed by the working of the project. Through it all, she enjoys what she does. "There is no such thing as a typical day; no two days are the same."

Wearing this many hats often means that she is the sole female in many meetings. Her advice to women aspiring to grow in this field is to maintain confidence and to not be afraid to ask questions. Through her hard work and expertise, she has earned the respect of those she works with and her staff.



Continued on Reverse →

PARK Roanoke Announces New Payment Options

You've asked and we've listened! Effective July 1, 2015, PARK Roanoke will offer a new on-line and telephone payment option for monthly parking and for validation parking customers. PARK Roanoke will continue to accept payments by cash, check, bank draft, credit/debit card in our office. In addition to these services, you may now pay:

- 1) By Telephone 1-888-272-9829 Use Jurisdiction Code 6246 Select the option you need to pay citations, monthly parking or validation parking
- 2) On-line by Credit/Debit Cards or by Electronic checks at www.PARKRoanoke.com

A nominal fee of \$1.95 applies for all credit or debit card payments and a fee of \$2.50 applies for Electronic Check Payments. These processing fees are paid directly to the credit card service provider.





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Clay and Stefon repair a bollard.



Stefon and Shawn painting over graffiti.

As the leader of the maintenance team, Jaime must oversee many daily tasks that are accomplished through team members assigned to specific locations. For example, let's introduce you to Clay. He is one of the most versatile maintenance team members who can jump between locations to tackle all sort of projects. Clay has been with PARK Roanoke for a year and enjoys his position because it is "something different every day, never routine." The work gives him a chance to use different skills and to do different things. A sample week might include fixing doors and closures, fabricating metal for repairs, patching concrete, painting, repairing power equipment, and installing industrial tile.

Clay is also a seasoned hand at stripping and buffing 22 garage lobby floors along with pressure washing to keep garage levels free of damaging debris. He has even worked weekends to re-stripe the white lines at Elmwood Park Garage. One of his biggest challenges is dealing with trash of all types left behind by parkers. His wish is that everyone would be conscientious and considerate of others by using the waste bins located throughout the facilities. When Clay is not helping maintain the facilities for PARK Roanoke, he can be found in his vegetable garden, again, toiling away. Clay contributes greatly to the PARK Roanoke operation in many unique ways.

Stefon has been with PARK Roanoke for six and ½ years in the maintenance division. During this time, he has worked in all of the facilities in various capacities. He is our "Go-To" painter as he has wonderful attention to detail and can paint a straight line in no time flat. He gets his brush going just about every day painting curbs, lines in surface lots and painting the drains to prevent rust. As the paint is drying, he is out and about trimming grass, removing weeds, leaves, and limbs. He also assists with repairs to bollards and works on anything anywhere he is needed! During the past winter, he arrived at 6:00 a.m. to find 22 inches of snow to be removed from sidewalks and facilities. Stefon loves this position because it allows him to meet new people. He would like to remind everyone to scoop behind their pets and to use the pet waste stations! In his spare time, Stefon loves to restore old furniture for resale. Stefon's dedication to his work is evident and he contributes greatly to the PARK Roanoke operation and the parking experience.