

[Lancasterparkingauthority.com](http://Lancasterparkingauthority.com)

Spring 2019

## Lancaster Parking Authority Earns APO Accreditation



Lancaster Mayor Danene Sorace recently presented Larry Cohen and the LPA with a congratulatory City Council resolution for earning its Accredited Parking Organization (APO) credential from the International Parking & Mobility Institute (IPMI).

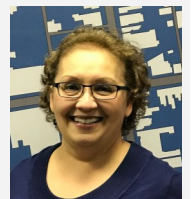
The APO recognizes best practices in the industry. Accredited facilities have a commitment to ongoing

evaluation and quality improvement. LPA is the third in the state and one of only 22 organizations nationwide that have achieved this distinction.

*In photo, from left, Mayor Sorace; Larry Cohen, LPA Executive Director; Shawn Conrad, IPMI CEO, and Susan Blecher, LPA Deputy Executive Director.*

## Customer Service Enhancements

Providing professional, quality and knowledgeable service to all is the goal of customer service, said Betty Arnold, LPA's new Customer Service Supervisor.

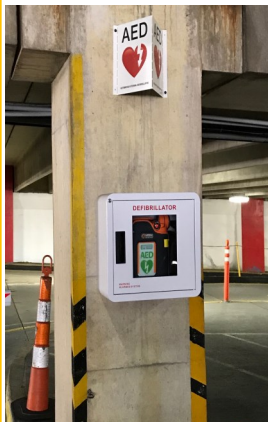


*Betty Arnold*

Arnold reminds customers that City ordinances govern parking enforcement and fines. She speaks English and Spanish, and invites customers with questions to contact her.

## AEDs in Garages to Help Save Lives

Eight automated external defibrillators (AEDs), in six garages and the LPA office are now available to help individuals who might experience a sudden cardiac arrest. AEDs are medical devices that check the rhythm of the heart and deliver electrical shocks – or defibrillation – when needed.



Anyone can use the device — it talks users through the process in English or Spanish. Many LPA employees are trained in AED, CPR and First Aid to help. The AEDs have a visible white AED sign and are located near stairwells and exit lanes in LPA garages:

- **North Queen Street Garage** – Two on bottom floor of both stairwells
- **Penn Square Garage** – Pedestrian entrance by stairwell off Duke St.
- **Duke Street Garage** – Bottom floor stairwell entrance from Duke St.
- **East King Street Garage** – Above stairwell from King St. entrance
- **Prince Street Garage** – Beside far-right exit lane
- **Water Street Garage** – Bottom floor stairwell closest to entrance
- **LPA Office** – Employee lobby



## New LPA Uniforms for Easy Visibility



*From left, Bebeto Merisma, Joe Yarnell and Yosvani Collado are wearing new uniforms for LPA security, parking enforcement and operations staff, respectively.*

## Juror dates for parking

**April 1, 3, 8, 10, 15**

**May 1, 6, 8, 13, 15, 20, 22**

**June 3, 5, 10, 12, 17, 24, 26**

## ParkLancaster/ Parkmobile App

- Set up account with your license plate number, state, and payment info
- Find open space; select time to park
- Add zone number from signs or stickers near your parking space
- Get reminders 15 minutes before your time runs out; **add more time**

