

From: Mayor Marc Samwick <mayor@scarsdale.com>
Subject: Re: Scarsdale Village
Date: September 13, 2019 at 4:41:50 PM EDT
To: David Lowey <davidflowey@gmail.com>
Cc: Steve Pappalardo <spappalardo@scarsdale.com>

David,

Thank you for your email.

I am sorry that you received a parking ticket within the few minute gap between your paid parking periods.

As you may know, we recently started using Pango and are still working through some of the challenges that accompany the implementation of any new system. It is important to hear from people who are impacted by some of the unexpected components of a new system so that we can better establish future use guidelines. With limited parking, it is important for the Village to balance the need to create positive shopping experiences and the need to turn over parking spaces to allow new shoppers into the Village Center. We continually strive to strike the right balance and we appreciate your input.

I have copied the Village Manager so he is aware of the issue you faced.

I hope that you will consider giving the Village another opportunity to earn your time and business as we grow with our new Pango system.

Thank you,

Marc

On Sep 13, 2019, at 11:47 AM, David Lowey <davidflowey@gmail.com> wrote:

CAUTION: External sender.

Mr. Mayor,

I walk my dog twice a week in Scarsdale Village in the morning. We do several loops in the village, sometimes I hit the Bronx River pathway. I always get coffee and something small to eat at one of the shops. I also drop my wife at the train periodically, and that will often lead to breakfast at Parkway or lunch somewhere. I hit Zachy's periodically, and Good Stuff is a go-to for gifts. DeCiccio's gets regular visits when I pick my wife up at the train and we need a few things to round out dinner.

I tend to talk to the shop owners about business, trying to get a feel for the commercial pulse. A partner of mine and I have been looking for a small retail space and I have been eyeing a few in the Village.

Today I used Pango to pay for parking. I paid for 45 minutes and got a phone call around the 45 minute mark. When I hung up I paid for another 30 minutes so I could make my way back to the car. In that 3 minute gap I got a \$20 parking ticket. It seems obvious that the parking attendants are alerted to expired Pango spots and must hunt zones for the offending license plates. A 3-minute gap is impressive. But is it worth it?

The Village is a bit of a retail dead zone, it is struggling. Some storefronts have been vacant for more than one year. One has been vacant since I moved here seven years ago. How in the world is such aggressive ticketing going to help?

I'm done. I will walk somewhere else. I will shop somewhere else. Kiss several about \$2,500 every year in shopping goodbye. No matter how that \$20 fine is invested there is no way it makes up for the loss of business. And there is zero chance of me opening a retail business in the Village if this is the customer experience the Village is aiming for.

Kind regards,

David Lowey