

Greenville, SC, Parking Garage Wins Multiple Awards

Carl Walker Inc. has announced that the South Spring Street Garage in Greenville, SC, has received awards from three industry organizations:

- a. 2006 Design Award – The Precast/Prestressed Concrete Industry selected the project as one of 21 winners (out of a field of 110 entries) recognized as examples of outstanding designs in precast, prestressed concrete.
- b. 2006 Honor Award – The American Institute of Architects, South Carolina Chapter
- c. 2006 Honor Award – The American Institute of Architects, Greenville Chapter
- d. 2006 Honor Award – The Brick Association of the Carolinas

The 905-space, six-level parking facility includes four glass-backed elevator towers and two glass-backed stair towers – all of which provide multiple-level access to the adjacent developer parcels. A covered pedestrian walkway at grade connects to a nearby office building. The garage was designed to accommodate a future 2 1/2 -half level vertical expansion.

Carl Walker served as parking consultant and structural engineer on the project.



New Development in Steamboat Springs

Green Courte Partners, a private real estate investment firm targeting niche sectors, announced the development start of Howelsen Place, an 84,700-square-foot mixed-use project in the main street district of Steamboat Springs, CO.

The City Council recently approved the development permit for the \$28 million project, which will consist of 24,000 square feet of retail space, 42 for-sale residential units, and a below-grade parking structure. Construction activities were expected to commence in August, and project completion is expected in late 2007.

The project is being developed in partnership with James Cook of Colorado Realty Group in Steamboat Springs, and was designed by Antunovich & Associates of Chicago.

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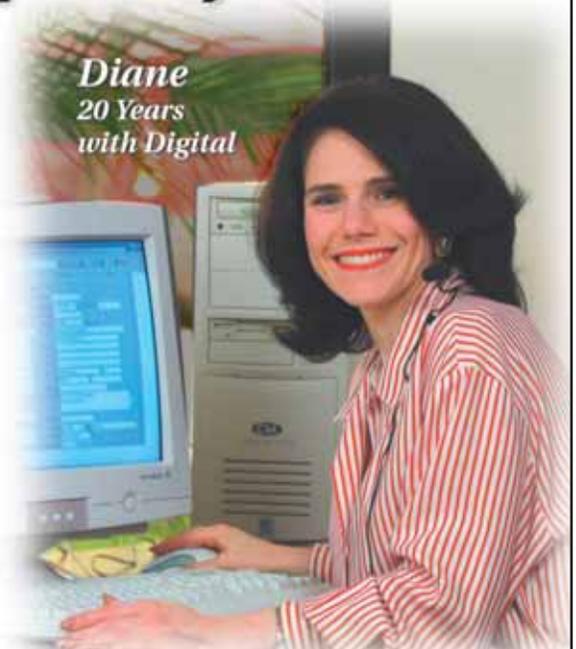
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Six National and Regional Parking Events Slated for September/October

Seven major parking events in the next two months highlight associations in North America. Two national events and five local meets are slated:

September 19-22

Southwest Parking Association Annual Conference and Trade Show

Location: Phoenix
Contact: Jim Sayre
Phone: (602) 543-3206
E-mail: Jim.Sayre@asu.edu

September 20-22

Pennsylvania Parking Association Annual Conference

Location: Lancaster, PA
Contact: John Collins
Phone: (412) 624-5664
E-mail: jcollins@bc.pitt.edu

September 23-27

Canadian Parking Association Annual Convention and Trade Show

Location: Edmonton, AB
Contact: Carole Whitehorne
Phone: (613) 835-3530
E-mail: carole@canadianparking.ca



October 15-17

Midwest Campus Parking Association Conference

Location: University of Missouri at Columbia
Contact: Linda Turner
Phone: (573) 882-4568
E-mail: TurnerLR@missouri.edu

October 15-18

National Parking Association 55th Annual Parking Convention & Exposition

Location: Washington, DC
Contact: Pat Langfeld
E-mail: plangfeld@npapark.org

October 18-20

New York State Parking Association - Annual Conference

Location: Buffalo, NY
Contact: Michael Klein
Phone: (518) 434-8886
E-mail: mklein@ParkAlbany.com

October 23-25

The Carolinas Parking Assn. & The Parking Association of Georgia Annual Joint Fall Conference

Location: Asheville, NC
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Canadians Slate Convention September 23-27 in Edmonton

The annual convention of the Canadian Parking Association is set for Sept. 23-27 at the Fairmont Hotel MacDonald in Edmonton, Alberta. According to CPA Executive Director Carole Whitehorne, the event promises to be filled with education and networking. The theme this year is "Stay Connected."

The schedule:

SATURDAY Sept. 23

The Golf Classic: After a year on the ice, we're back to the links for the 2006 scholarship fundraiser. The RedTail Landing Golf Club is the site of this year's Classic. Come early to Edmonton and join in the fun.

SUNDAY Sept. 24

- Conference orientation for new delegates
- District chapter meetings
- Roundtable networking discussions: airports, hospitals, universities, municipalities, suppliers, consultants
- Official welcome and ribbon-cutting ceremony
- Opening gala and trade show exhibition
- Entertainment and refreshments

MONDAY Sept. 25

- Breakfast with the CPA Board
- Keynote speaker: Michael Landsberg, host of TSN's "Off the Record"
- Morning trade show
- Awards luncheon
- Educational sessions:
 - Historical links to emerging trends in parking facility design
 - Revitalization efforts in Edmonton's policing and security
 - Environmental parking lot - case study from the city of Waterloo
 - Designing safe cash rooms and cash-handling security methods
 - Updated CPA Technical Bulletin 1: "Facility Design"
 - Event planning: Aspen, CO, and Whistler, BC
- Afternoon trade show

TUESDAY Sept. 26

- Morning exhibition: breakfast in the final trade show session
- "Parking Doctor" buffet luncheon
- Educational sessions:
 - Customer-focused quality service
 - Parking management systems that talk to one another



- Updated CPA Technical Bulletin 2: "Facility Maintenance"
- Wireless technology: Bluetooth, WiFi, WLAN
- Property and business taxes on parking properties
- Valet parking at Canada's largest airport
- Legal issues in parking facilities
- Annual General Meeting

Wind-up extravaganza at Fort Edmonton Park – Canada's largest living history museum will be the site of our final conference event.

WEDNESDAY Sept. 27: 9 a.m. to noon

- End the conference with a tour of Edmonton parking facilities.

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They Are Claiming Half

Oh, I'll tell you, it doesn't get any better than this. A local community, a rather large local community, has a problem. They had their auditor go in and found that half a million dollars in tickets were missing from a city-owned garage. They have a private operator running the garage.

OK, here's what the auditor did. He took two days and counted the tickets. He found 1,500 missing tickets for the two days. He then extrapolated that for the full two years that the operator had been running the garage. Well ...

Let's look at it. First of all, this method of computing loss is not unusual. We do it all the time. However, we usually take a larger sample.

When I audit a garage, I normally take a sample of two weeks, not necessarily consecutive, and then extrapolate it out over 51 weeks, not 52. That allows for issues such as holidays, weather and the like. The number then becomes much more accurate.

For instance, let's say there is a hotel involved in the process (as in the case above). The hotel has weekend seminars. On Friday, when everyone arrives, there appears to be a lot of missing tickets (because people arrived and stayed over).

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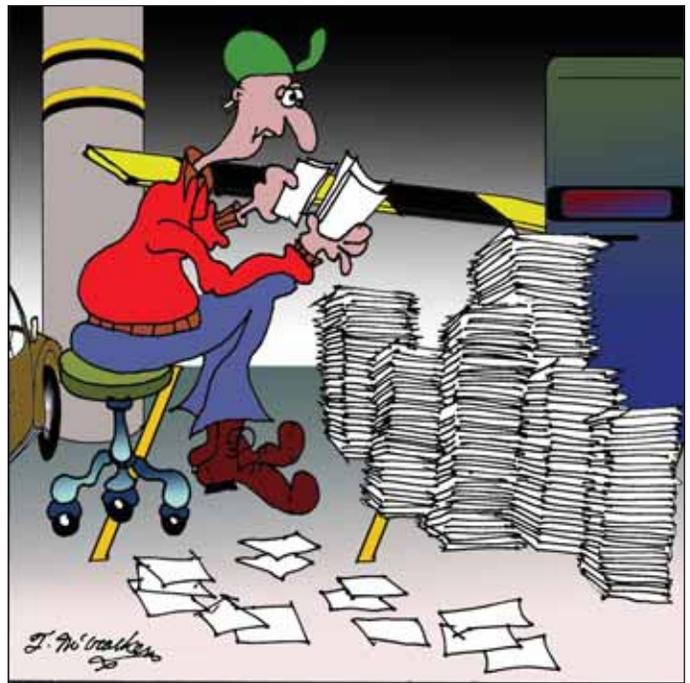
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a Million Dollars ...



However, on Sunday, when they left, there would be an excess of tickets (more people left than arrived). These must be taken into consideration when doing an "average." In the case above, if the auditor took two successive Fridays, the numbers would be extremely skewed.

I am a hard-working old dog. If I find what seems to be a severe problem, such as in this case, I would actually track every day for an entire month - counting tickets issued and returned for every day and charting them. Patterns would appear, and the number of tickets missing could be more accurately reported.

In this case, the operator says the revenue control equipment had malfunctioned. Well, that happens; however, I personally like to place that issue at the feet of the operator. If a gate, TD or cashier terminal/POF malfunctions on one day, it should be repaired the next. The service company should be called immediately when there is a malfunction, and the entire incident logged.

The system is the only thing that is going to protect the operator when an audit happens. It should be running flawlessly. If it's not, the operator should be screaming at the owner to get it fixed or indicate that it cannot be responsible for the revenue while it's broken.

It's too late, it seems to me, to come up with a bad audit and

Continued on Page 34

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They Are Claiming Half a Million Dollars ...

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then cry that the machine was broken. How long was it broken - for two days, two months, two years?

We do know from the reports I read that the operator appears not to be completely blameless. It seems that some of the cashiers were taking all-day tickets (\$10), collecting the money and then validating them for \$8. They would keep the \$8 and put the \$2 in the drawer. Any revenue control system working flawlessly that uses any kind of manual validation program will not report that.

The system to catch this problem should report "cancelled transactions." Typically, the cashier runs a ticket, displays the amount due to the patron, and then cancels the trans-

The operator should be screaming at the owner to get it fixed.

action and runs a new validated transaction that would open the gate and be recorded.

A plethora of "cancelled transactions" would set off an auditor's alarm bells.

I don't know what type of validation is done here, but the best in order of auditability are:

Online machine-readable validations, with machines in each place that provides validations.

Off-line machine-readable validation machines.

Off-line validation stamping machines.

Stamp coupon books that are self-adhesive to the tickets and scored so they can't be removed. These must be numbered and auditable.

Rubber stamps - not good, because anybody can have a stamp made.

Signatures - oh, please, I don't have to talk about this, do I?

Of course, pay-on-foot machines that take the cashier out of the loop and systems that take credit cards in real-time greatly reduce the issues of lost tickets and this type of fraud.

Auditing is in the details. If an auditor is lazy and looks at only a small sample, he is going to have a problem when it comes time to back up his claims with facts. This may end up in court, and when it does, the operator will bring in someone like me to tell the other side of the story. There could be a lot of kibble on the floor before this one is over.

Woof!

PT

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Higher Ed Parking Funded By Outdated Procedures

BY BARBARA CHANCE, PHD

Recently our staff members have worked with several institutions (universities and medical centers) where transportation issues have turned out to be as important as parking ones. In each case, those who manage parking did not intend to become transportation experts or operators, but necessity is the mother of adaptation as well as invention!

Two Examples:

A small university favors the construction of proximate garages over a strategy for peripheral parking and shuttle systems, largely to continue providing convenience parking for its faculty and staff. Funding is available for the garages, but it turns out that “proximate” is in the eye of the beholder. The expectation is arising for shuttle service from garages located within three to four blocks of most of the campus. Now they will have a more complex parking system to manage, as well as a more substantial shuttle contract with greater service expectations. Because parking generates very little revenue and the shuttle will serve primarily faculty and staff, the costs will not be recovered by the parking and transportation system.

A large university with thousands of peripheral parking spaces began a small shuttle system as part of a set of services related to campus construction and parking displacement. The cost was initially part of the construction agreement. A new Master Plan calls for buildings or green space to displace central

“Have mercy, been waitin’ for the bus all day”

...ZZ Top

surface parking lots (a familiar pattern), thus increasing the use of the peripheral parking and likely generating more interest in the shuttle system. In the planning for future services, the University must consider funding the construction of one or more garages to serve visitors and special event centers, improvements to existing surface parking lots, and now an expanded shuttle system. There is neither the financial plan or the administrative structure to manage a combined parking and transportation system.

Most institutions received the requirement from regents, trustees, boards or legislatures to make parking self-sufficient back when surface lots cost less than \$1,000 per space, security equipment was nowhere to be seen, and roadway lighting was considered more than sufficient for parking areas. Fast-forward to a different era when surface lots became building sites, security on campuses became very important, and aesthetics of support areas came under scrutiny.

The requirement to make parking financially self-sufficient continued, even though the entire set of circumstances surrounding this requirement had changed. In these years, we worked with universities and medical centers struggling to pay for the change of relatively inexpensive surface parking spaces to quite expensive parking garages and/or landscaped, well lighted, and secure surface parking lots.

Fast-forward again to the present time, and the conditions have gotten more complex. Now, in addition to paying for better parking lots and garages, parking departments are often searching for funding for transportation as well. Even major universities with

...Today is a different era when surface lots became buildings, security became important, and aesthetics came under scrutiny.

long-standing parking and transportation divisions must cope with rising demands for transportation service occurring while both operating costs (fuel and labor) and capital expenditures (buses, maintenance and repair facilities) increase dramatically.

A few universities had the foresight to establish transportation fees early, but many of those that did not anticipate needing a transportation system are now in a position where university governance will not allow the addition of a student fee of this type. Student fees have been increasing to support academic missions, fund new facilities, and upgrade computer systems. Compared to these priorities, a transportation fee often does not even warrant discussion. So the financial burden often comes back to the parking system. Not only is it often controversial to fund transportation from parking fees, it also sometimes becomes totally impractical due to the significant cost of transportation services and the limits that must be placed on parking fees in order to be reasonable in comparison to other costs.

When ZZ Top asked for “mercy”, he might have been doing it for the institutional managers that are trying to make the parking and transportation puzzle work at their institutions. Those who make the decisions that affect these managers often do not understand the magnitude of the changes that have occurred since original requirements were promulgated. They typically do not have an appreciation for the complexity of running systems that are desired to be “service oriented” but have to do this on an inadequate budget based on fees that are “arm-wrestled” over on an annual basis.

Perhaps it is time to seriously re-think funding approaches and strategies for parking and transportation – two of the more important infrastructure elements on any substantial campus.

Barbara Chance, PhD, is President of Chance Management Advisors. She can be reached at barbara.chance@chancemanagement.com.

PT

Let's Bite the Hand That Feeds

BY PETER GUEST

So JVH doesn't like parking taxes because "it's a tax on people using their cars" (PT's Parking Blog). Where I come from, we call that a "transport policy instrument." You don't want people to use their cars so much so you tax them to make car-use less attractive. If you're sensible, you put the money raised into improving the alternative that you do want them to use: e.g., buses or bikes. That's exactly what Ken Livingstone has done in London with the "congestion charge," where the bus fleet has been massively expanded.

Two points: First, the people who pay the taxes voted for the people who impose the taxes and, second, if you don't pay the



parking tax, the city will simply get the money from somewhere else. So, one way or another, you're going to have to pay, John.

Democracy

Democracy is a wonderful thing, but it can be a pain in the butt when you're trying to get something changed. It took about 10 years from when we first started to talk about changing our parking laws in the UK to the new system first hitting the streets.

In Abu Dhabi, UAE, things are a little simpler; we aim to introduce paid parking in the next few weeks, but have discovered that the municipality has no powers to either charge for street parking or write tickets. How long to change the law? "Anything up to two weeks, but we can probably do it in a day." Who said monarchies are a bad thing?

And that reminds me ...

The UK's "new" 1991 civil parking



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laws were a straight rip-off of the Washington, DC, Parking Enforcement Program of the 1980s, with two important differences: We did not have a scofflaw provision, and the police were totally excluded from parking enforcement

Fifteen years later, the government has just published a consultation paper in which it is proposing among other things two significant changes:

1. We should have a scofflaw measure where booting is targeted against persistent offenders.

2. Police officers should again have the right to deal with illegally parked vehicles alongside the municipal enforcement staff.

Didn't someone once say that those who don't learn from history will repeat its mistakes?

Call me Mr. President

It's always good when other people think you're doing a good job. On July 11, yours truly was elected President of the British Parking Association. We operate a system whereby you actually get elected as the Junior Vice President and then rise (like cream or scum, depending on your point of view) to the No. 1 job. It's quite a big deal over here. The actual inauguration was at our annual general meeting, but the big shenanigans were later at a formal reception in the Houses of Parliament, where a real, live government minister turned up.

I am particularly pleased, since a few years ago I led a campaign to change from a system where the president was appointed to one where he or she was elected. I am the first president to be elected in a competitive ballot.

I am not quite sure what I have let myself in for, but I know that one of the major tasks that faces me is to modernize the gover-

nance of the association, which has outgrown its present structure. Whatever happens, it should be an interesting year.

Parking for the disabled

In a recent PT's Parking Blog, JVH commented on proposals by a city to adapt all its parking meters so that they could be used by a person in a wheelchair. Here in the UK we had the same

One way or another, you're going to have to pay.

debate with a slightly different result. If disabled drivers have to pay, then the equipment has to be fully accessible. If they don't, then it doesn't. The result? At most places parking for the disabled is free.

Incidentally, when did "disabled" come to equal "wheelchair?" A 6-footer with a back problem will have just as many problems using a parking meter at a wheelchair-accessible height as a person in a wheelchair has with a higher mounting.

Aren't our police wonderful? (1)

I live in a small town about 35 miles outside London. Farnborough's main claim to fame is that every two years, we have a major international air show, which some of you may have visited. The show can attract up to 100,000 visitors a day, and traffic con-

Continued on Page 38

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Let's Bite the Hand That Feeds

from Page 37

ditions are inevitably chaotic. The police introduced various traffic management schemes to try to reduce problems.

One particularly sensitive route is the airfield perimeter road. The local Council has made this a permanent urban clearway, which means that cars can't stop on the road. However, two weeks before the show, the police erected additional signs to warn off drivers who might think of stopping to watch the flying. Sadly, the police always erect the wrong signs, which not only confuses drivers, but also makes the urban clearway unenforceable. Do you think I should tell them?

Aren't our police wonderful? (2)

Finally, back to Abu Dhabi, where the city is implementing paid street parking for the first time. Before doing this, it is reviewing the street geometry to improve parking and to ease traffic and pedestrian flow. In the middle of the trial area is a virtually empty car park, where a day's parking costs about 30% of what will be charged on the street.

Option 1: Allow the local drivers to get used to the concept of paying for parking at a low charge. Option 2: Abolish charges during the street work so drivers are not inconvenienced by it.

The local police have to license any street work, and as a condition, they imposed ...well, I don't really have to say any more, do I?

Peter Guest can be reached at peterguest@parking1.freemove.co.uk.

PT

New Parking Facility Near Capitol Complex in Denver

State employees working in the Colorado Capitol Complex area in Denver are finding it easier to park now that the James Merrick State Parking Facility is officially open. Dedicated July 11, in a ceremony attended by Colorado Gov. Bill Owens, the 199,400-square-foot garage provides 660 parking spaces.

The structure is designed entirely in precast concrete and incorporates architectural finishes and colored concrete at the exterior. Because it occupies a prominent corner location adjacent to the Capitol, the initial design needed to complement the surrounding state buildings, which include the Capitol Building Annex, State Supreme Court Building, Civic Center Park and State Historical Society.

Carl Walker Inc. served as prime parking consultant on the project. Robert Corry, P.E., was the project manager.

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WHERE IN THE WORLD



IS JVH?

PT's wandering editor may show up most anywhere in the world. In the past six months, he has been in England, Ireland, Canada, Scotland, Washington, DC, San Francisco, Seattle, Las Vegas, Chicago, Dallas, Phoenix, San Diego, Indianapolis, Milwaukee and Philadelphia - and he did drop in at his house once or twice in the Mar Vista area of Los Angeles.

The **PT** staff thought it might be fun to let our readers try to figure out where JVH is by printing a picture he took there and giving a few clues.

Each month, readers will be able to send us their solutions to the puzzle from a link on our Web site (there'll be more clues there, too.) The monthly winners will receive:

1. A "PT the Auditor" T-shirt.
2. Recognition in the next issue of **Parking Today**.
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In July 2007, one name will be drawn and the grand prize winner will receive:

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Can you figure out Where in the World Is JVH? Check out the picture below and then go online to www.parkingtoday.com – click on "Where in the World," read some more clues, then enter the contest and win.

We'll start with an easy one, first. If you have read JVH's blog, you'll know what part of the world he trod in June. To reach this place from LA, he had to travel in three increasingly smaller airplanes, a car and a boat.

Clue for where in the world this is:

At the end of this road, long after the pavement stops, is a single windswept house. In it, the adventures of "Snowball" and "Napoleon" did not come to life.

To enter "Where in the World is JVH" and find more clues, Log on our web site and click on "Where in the World"

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BY JVH

I Become a Calvary of One

As semi-retired PI Paul Manning and his son were following up on a shooting in their office, Paul Junior stirred up trouble when asking a few questions in a parking structure where their wounded client, Grace Lundquist, had seen some strange activity. Their investigation revealed that a good place to start was with AB Parking “owner” William Francis Smith. Thirty minutes after Paul Junior had met with Smith, the Mannings had their PI licenses pulled. They then met with Marilyn North, a parking expert who was auditing one of Smith’s locations. She told them about the problems some parking operators have in dealing with city taxes and cash. The meeting was finishing up on the patio of Paul Junior’s house in Venice when Maria LaFlonza, a convicted murderer and front for the Mob, walked up. “We meet again, Mr. Manning. ... Stop what you are doing immediately or you will certainly lose your business, and maybe your lives.”

After LaFlonza left, it was agreed that Paul Junior would meet with North at one of Smith’s locations. In the meantime, Paul Senior and Capt. Bill Vose of the LAPD had hatched a plan to bring the issue out into the open. “You say Junior is going to be working with this North woman at the West Valley Medical Center? What if we tried a little bait-and-switch? Perhaps we could get your license back if we get Smith and LaFlonza to show their hands.” Sure enough, a bag filled with money was given to a goon in a town car the next afternoon. Paul Junior followed. They started up Topanga Canyon, obviously heading for Pacific Coast Highway. Then the town car did a strange thing. It turned left on Mulholland. Paul was so intent on not being spotted that he missed the car that was following him. Then the town car in front slammed on its brakes. He immediately became aware of the car behind him as it rammed into his rear bumper. Suddenly, the whole idea of slapping the cuffs on Smith and LaFlonza didn’t seem so simple.

Although I have complete faith in Paulo, I was uncomfortable leaving him to follow those Mob enforcers. He was well-trained, experienced, and could handle most any trouble. Still, I was frustrated just sitting there doing nothing while the action was coming down across the hills in the west end of the San Fernando Valley.

Shirley brought me a cup of coffee and must have sensed that something was afoot. I told her what Paulo was doing. Her “assistant” hat came off and her “mother” hat went on.

“Well, what the hell are you doing sitting here? Get out there and help him.”

But what was I supposed to do? Follow the guy following the bad guys? That made no sense. Should I then call Bill Vose and have him follow me? We could make it a parade. All we would need is some elephants and it would be perfect. I was muttering in my coffee when the phone rang.

Shirley handed me the phone. It was Vose.

“I thought you’d like to know,” he said. “We’ve been doing some deep background checking on Smith and LaFlonza. There is a connection between them. Just after LaFlonza got out of jail, about 1995, the two of them formed a company called L and S. As far as we can see, it did only one thing. It bought a piece of land up on Mulholland Drive, between Topanga and the 405 Freeway – up about where the paving stops on the Topanga end.

“That’s all we can find out. There don’t seem to be any improvements on the land, but of course, up there, they could build a skyscraper under the radar and the inspectors would never find it.”

I told Vose that Shirley was threatening divorce if I didn’t get up there and help Paulo. Maybe this was something I could be doing and be a bit closer to the action. If I drove up to look around, I would be only a few minutes from the Medical Center where he and Marilyn were auditing the books. If Paulo got into trouble, he would certainly call, and I could be there and go in guns blazing, or whatever.”

Vose didn’t exactly like the last part, but agreed that it wouldn’t hurt to have someone nearby, just in case. “I’ll also get a chopper standing by,” he said. “It’s one of the perks of being here at LAPD HQ. I have access to one of the largest nonmilitary air fleets in the country.”

The LAPD had recently upgraded its fleet and had 16 choppers and one twin-engine King Air. Twelve of the helicopters were French Aerospatiale B-2s, four were Bell Jet Rangers and one was a Huey. (There was an uproar when the Frenchies won the contract to upgrade, but the numbers won the day. Not only were they less expensive, but they cost less to run and maintain.)

Vose said he could be there if we needed him.

I gave a much-relieved Shirley a kiss and headed for the house. I wanted to trade my car for the corporate four-wheel drive. Well, it was really a 7-year-old Subaru Outback, but it was better

suiting for climbing around the dirt roads between the 405 Freeway and Topanga than my Lexus IS 350. The Outback was my personal car until last year. We had a good year and Shirley had insisted.

I took Mulholland west, and in about 20 minutes, I was crossing the 405. (Mulholland Drive was named after the engineer - and some say shyster - that brought water from the Owens Valley in the eastern Sierra to turn the desert that was the San Fernando Val-

“Well, what the hell are you doing sitting here? Get out there and help him.”

ley into home for a couple of million people. Of course, Mulholland did happen to pick up a lot of that land on the cheap just before the aqueduct opened. But that's a story for another day.)

As I drove past the mansions west of the 405, I came upon the spot where the pavement ended. No problem, I had my Outback. Well, there was one minor setback - there was a gate, a locked gate. I was conflicted. Go back the way I had come and go around, or pick the lock and go through the gate?

I had the Outback. I had my lock picks. No brainer.

The lock took 30 seconds to open. I drove through and closed the gate behind me. The road was packed dirt and the Outback's four-wheel drive took it well. There was little chance of sneaking up on anyone with the cloud of dust that I was raising, but I didn't care. I was simply scouting the area, looking for the L and S land,

and maybe for some improvements they may have made.

I rounded a curve and saw a group of cars parked about a quarter of a mile ahead of me. I stopped, pulled out my glasses and checked them out. There were three cars. Two black town cars and in the middle - in the middle was a Jeep that looked exactly like Paulo's.

I walked a bit closer and saw that four rather large men in black dust-covered suits had Paulo braced up against the lead car. They slapped what looked like handcuffs on him, put him in the back seat of the car and began to drive slowly directly toward where I was parked.

To be continued ...

To read the rest *Death by Parking*, log on to www.parkingtoday.com and click on "Death by Parking." The previous chapters of this episode - and the entire first episode - are available online.

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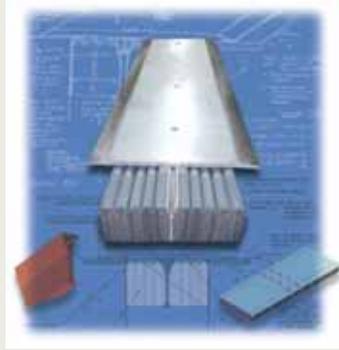
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