

Dear Ms. Morgan:

On Friday, January 12, 2007, at 2:30pm, my wife and I planned to park at the referenced underground parking garage to attend a movie and the AMC/Loew's theatres in the same building. The signs which hang from the Whitehurst Freeway as well as 'sandwich boards' on the sidewalk touted \$7 Theatre Parking (4-hours with validation).

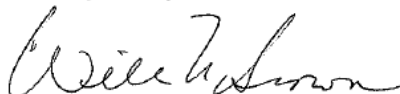
We proceeded down the ramp and took a ticket from the automated dispenser. There was an attendant in the booth, stationed to collect fees upon exit. Signs indicated that P1 and P2 were 'reserved' and to proceed to lower levels. I noticed that the ramps and throughways were lined with vehicles parked on both sides making the throughway very narrow and difficult to negotiate. I then noticed that vehicles were parked 'blocking in' other vehicles which were in the designated parking spaces. We proceeded down another couple of levels with an SUV ahead of us, obviously looking for parking as well. Suddenly, two 'attendants' appeared, had some kind of exchange with the driver ahead and she drove off - looking for the exit. One of the attendants approached me and said, in effect, "The garage is full... I'll park your car." I politely said, "No thanks!" I proceeded to express my dismay that nothing indicated the facility was 'full' when we entered and, further, nothing advised of the need to leave your vehicle in the possession of an attendant. The attendant had no response. I proceeded to follow the SUV toward the exit, having great difficulty maneuvering around the vehicles which were parked so close to the corners and so obtrusively in the driveways that the SUV driver, in particular, had to stop and back up several times in order to negotiate the turns. I don't know what the SUV driver said to the attendant, but I told them I was angry that there was no notice that the garage was full, that we had wasted our time, were now late for the movie and that I thought the situation presented a hazard to public safety. She took my receipt and opened the gate for us to depart without a word.

Ms. Lisa Marie Morgan
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I realize that the construction of the Georgetown Waterfront Park has eliminated a lot of parking which use to be available long the K Street waterfront west of Wisconsin Avenue; however, if this is the way local parking concessions are handling the 'overflow,' then I believe it is time for DCRA and the Fire Marshall's Office to look into the situation and determine if it is, indeed, a threat to public safety as well as an infringement on the rights of consumers. We spoke with a representative of the AMC/Loew's Theatres at their information desk and we were told they had on-going problems with the garage's management and parking practices and they were hoping to make other arrangements.

I hope that DCRA inspectors will look into this situation and take appropriate action.

Thank you for your attention to this matter.



William N. Brown

Cc: Chief Brian Lee, Interim Chief
DC Fire & EMS