

City of Portland, Maine
Valet Parking Rules to Supplement the Valet Ordinance

Introduction

Valet parking applications shall be submitted by and permits shall be issued to the **valet parking operation**. A valet parking permit allows the holder use of curb space during approved time periods. **It is a privilege, not a right.** Valet parking helps promote the more efficient use of limited on-street parking spaces. No curb space shall be used for valet parking without a permit issued hereunder. A permit may be modified, suspended, or revoked if the valet parking operation is not conducted in accordance with applicable law and these rules and regulations, or if the valet parking zone is not being used for a valet parking operation for all or a portion of the approved time periods.

General Rules

1. Valet parking shall be the parking of a vehicle parallel to the curb in an approved valet parking zone for a maximum of ten minutes continuously while engaged in receiving or discharging passengers, loading or unloading of baggage or making arrangements to remove the vehicle to a designated off-street parking facility. No double parking.
2. Vehicles that are valet-parked shall be transported to and parked at a designated off-street parking facility and shall not be parked in the valet parking zone or in any other on-street parking spaces.
3. The permit holder shall maintain or cause to be maintained records of use of an off-street parking facility and make such records available for inspection by the City.
4. Any vehicle parked in violation of the valet parking rules and regulations shall be subject to the issuance of a parking citation and the valet operator shall be subject to having the permit suspended or revoked.
5. The City transportation systems engineer has the right to designate valet parking zones based upon local conditions such as traffic congestion, the demand for valet parking zones or the overall impact of valet operations in a particular area, whose decision shall be final.
6. Only City-installed valet signs shall be posted or placed on the street or City sign post.
7. The permit shall be available for inspection at the valet location at all times.

Coordination with Other City Agencies and Departments

The Permitting & Inspections Department, Parking Division, Police Department, and Public Services Department shall coordinate the review and enforcement of valet parking operations including the exchange and sharing of information.

Enforcement

The City shall maintain a complete file for each valet parking permit issued.

1. The City shall maintain a log of valet parking complaints from elected officials, residents and other City agencies and Police Department Incident Reports. Complaints and Incident Reports shall be maintained by permit.
2. Complaints may be taken in person, by telephone or in writing. Copies of written complaints and incident reports received by the City shall be provided to the permit holder upon request.
3. On the basis of complaints received by the City or Incident Reports or a violation notice issued, the City may issue a written warning to a permit holder. A written warning shall identify the nature of the problem and may state corrective action. Copies of written warnings will also be provided to the appropriate valet parking operator.

4. The City may undertake compliance inspections from time to time and it may undertake investigations based upon complaints, incident reports or violation notices. On the basis of inspections or investigations, the City may issue a written warning to a permit holder.
5. Following the issuance of at least one written warning to a permit holder, or if a compliance inspection reveals a problem, the City may schedule a hearing. The purpose of the hearing will be to receive additional information and determine if additional enforcement measures are warranted. The permit holder shall be provided prior to written notice the hearing and may attend and present information. Following a hearing, the City shall issue its determination as to what, if any, additional enforcement measures to take. Such measures may include an additional written warning or a modification, suspension, or revocation of the permit.
6. The license may be revoked by the City on fourteen (14) days' notice without cause, in which case all fees paid by licensee shall be returned on a pro-rata basis.