

**Parking Authority of Baltimore City (PABC)
Board of Directors' Meeting Minutes
Tuesday, April 8, 2025**

1. CALL TO ORDER

Mr. Kay convened the meeting at 4:12 PM, via Teleconference.

BOARD MEMBERS IN ATTENDANCE

Henry Kay, Board Chair
Robert Cename
Natasha Dartigue
Councilman Zachary Blanchard

PABC STAFF PRESENT

Nichelle Bolden, Executive Assistant/Contract Administrator
Fran Burnszynski, Parking Planning Division Manager
Nicole Caesar, Electric Vehicle Charging Programs Manager
Norman Chase, Parking Meter Manager
Shamir Cole-Butler, Residential Permit Parking Manager
John Genda, Off Street Parking Assistant Manager
Sarah Haddad, Parking Planner II
Dominic King, Reserved Disabled Parking Assistant Manager
Peter Little, Executive Director
David Morgan, Off-Street Parking Manager
Candace Nue, Chief Operations Officer
Naomi Phillips, Accountant III
Connie Pierce, Human Resources Manager
Andre Poole, Valet Regulations Manager
David Rhodes, General Counsel
Daniel Rozzo, Parking Analyst I
Brandy Savarese, Chief of Staff, District 11
Brian Thompson, On-Street Parking Manager
Michelle Thompson, Reserved Disabled Parking Manager
Mckenzie Wright, Deputy Chief Financial Officer

VISITORS

None

2. NOTATIONS

Mr. Kay established attendance stating that he joined the meeting via Microsoft Teams with no people in the room joining him on the call. He then called the names of Board members expected to be in attendance. All Board members present responded by saying “present and by myself,” indicating that no persons joined them on the call.

3. BOARD APPROVALS

Mr. Kay asked if there were any questions or corrections for the minutes that circulated in advance of the meeting. Receiving no response, Mr. Cennane made a motion to approve the minutes for March 11, 2025. Councilman Blanchard seconded the motion; and the motion was unanimously approved.

4. NOTATIONS revisited

Mr. Kay noted that he forgot to perform the PABC staff attendance. Mr. Kay began calling the names of the PABC staff members expected to be in attendance. Mr. Chase and Ms. Phillips responded by saying “present and in a shared workspace.” All other staff members present responded by saying “present and by myself,” indicating that no persons joined them on the call. Mr. Kay then called for visitors. Receiving no response, the meeting proceeded with the agenda as written.

5. OFF-STREET PARKING

- Mr. Morgan reported that:
 - **Review of Metrics**
 - i. The Net Operating Income (“NOI”): The goal is to achieve a 2% increase in NOI compared to the previous fiscal year-to-date. For February we were 25.57% below and for fiscal year 2025 we were 0.08% above.

Ms. Dartigue joined the meeting at 4:15 pm.

- ii. The 2025 fiscal year-to-date total revenues were higher by \$168,045 compared to FY 2024, an increase of 1.93%.
- iii. The 2025 fiscal year-to-date total expenses are higher by \$165,098 compared to FY 2024, an increase of 3.19%.
- iv. The 2025 fiscal year-to-date net income is higher by \$3,000 compared to FY 2024, an increase of 0.08%.

- v. Some of the major factors for the revenue variance include an increase in transient revenue due to more daily parkers, and a decrease in monthly contract revenue due to the timing of payments from large group accounts which will be brought current by the end of this fiscal year.
- vi. Some of the major factors for the expense variance include higher operating expenses due to increased maintenance and payroll costs; higher parking taxes due to higher revenues, lower utility expenses due to the timing of billings; and lower license renewal fees due to the delayed approval during the previous fiscal year.

- **Projects and Updates**

- vii. The previously approved transient rate adjustments have been implemented, and the previously approved monthly contract rate adjustments will go into effect at the beginning of next month. We are currently reviewing the most recently submitted quarterly rate surveys overseen by the garage operators.
- viii. Fleet and Eden Garage elevator repair: we are working to finalize the agreement with the vendor to be submitted to the Board of Estimates (BoE) for approval.
- ix. The Lexington Street Garage Elevator Controller components upgrade: there have been delays in getting the parts needed to complete the upgrade. However, we continue to estimate that the project will be completed later this month.
- x. The Baltimore Street Garage elevator was repaired and returned to service after being inspected by the State.

- **New Business**

- viii. There were no new business items for Off-Street Parking.
- Interactions:

- i. In response to Mr. Kay's question, Mr. Morgan explained that the garages downtown have been at capacity for a variety of reasons and have not been affected by the federal mandate to return to work.

6. CAPITAL PROJECTS

- o Mr. Genda reported that:
 - Little Italy Garage – the cost estimate for engineering services has been received and will be revised to reflect the budget, which is to address only high priority repair items noted in the engineers' assessment report.
 - Penn Station Garage – due to cost sharing we are waiting for approval of the engineering services proposal from the Department of Transportation (DOT) and the Department of General Services (DGS). Funds transfer for engineering services for the garage repair portion was approved at the April 2nd BoE meeting. We are also drafting a Request for Proposals (RFP) for the modernization of the elevator.
 - West Street Garage – we are working with our contractor to complete the overhead concrete masonry repairs. They are also reviewing their proposal to allow traffic flow around the work area.
 - Franklin Street Garage – testing of the repairs to the fire standpipe system was completed. There are several sections of pipe that need to be replaced. We are waiting for the report and repair estimate from the vendor. The cost estimate for engineering services will need to be revisited to reflect the budget of \$1 million which is part of our commitment in the lease agreement with the Archdiocese of Baltimore.
 - Market Center Garage – the vendor is working on the design for the repairs to the fire standpipe system before presenting it to the Fire Marshall for approval.

- Lexington Street Garage and Fleet and Eden Garage – minor repairs to the fire standpipe system will be completed soon at both garages.
- LED lighting upgrades - DGS had provided updated proposals for Baltimore Street, Fleet and Eden, and Fayette Street garages. Due to rebates the proposals came in lower than expected and we decided to include West Street garage as part of the lighting installation package. We have reviewed the proposals, and the vendor is prepared to install test fixtures at the garages. A grant through DGS requires a 15% cost share from PABC.
- Baltimore Street Garage – Our legal department is currently negotiating the contract with the elevator vendor.
- Interactions:
 - i. In response to Mr. Kay’s question, Mr. Morgan explained that the Penn Station Garage and the Plaza repairs are included in that cost estimate. PABC is not equipped to handle the expansion joints where the street meets the garage. We are looking to DOT and DGS and we are working to finalize this piece to have the proposal approved and begin work.
- **New Business**
 - i. There were no new business items for Capital Projects.

7. ON-STREET PARKING

A RESIDENTIAL PERMIT PARKING / PERMITS (RPP)

- Ms. Butler reported that:
 - **Review of Metrics**
 - i. Customer satisfaction: The goal is satisfaction (1.0 or higher on a 0 – 2.0-point scale). For the month of February, PABC achieved a 0.58 on a 2.0-point scale and maintained a 0.79 in the previous 12 months.
 - **Financials**

- i. The revenue for February 2025 is \$49,606.00 which is \$14,828.00 less when compared to the previous year.
- ii. The 2025 fiscal year-to-date revenues as of February are \$304,109.00. This is \$26,185.00 less when compared to the same period in FY 2024. The decrease in revenue is attributed to the reduction of renewal requests for the applicable RPP areas.

- **Projects and Updates**

- i. We are working to implement virtual permit parking (VPP) to all areas.
- ii. We are working with DOT to get the License Plate Recognition project underway, including educational materials and changes to the website.

- **New Business**

- i. There was no new business to report for RPP.

- Interactions:

- i. There were no interactions to report for RPP.

C PARKING METERS

- Mr. Chase reported that:

- **Review of Metrics**

- i. The percentage of Demand-Based Blocks in the Target Occupancy Range: The goal is 75%. For February, 41% of the blocks were in the occupancy range. The previous 12 months, 37% of the blocks were in the occupancy range.
- ii. IPS Parking Meter Uptime: The goal is 98%. For February, PABC accomplished 99% meter uptime. The previous 12 months PABC accomplished 99% meter uptime.
- iii. Cale Parking Meter Uptime: The goal is 98%. For February, Cale meter uptime was 99%. The previous 12 months PABC accomplished 99% meter uptime.

iv. IPS Multi-Space Parking Meter Uptime: The goal is 98%. For February, IPS Multi-Space parking meter uptime was 99%. The previous 12 months PABC accomplished 99% meter uptime.

- **Financials**

- i. The total combined meter revenues for the month of February 2025 were \$672,516.00, compared to the February 2024 meter revenue of \$797,609.00, which represents a decrease of 15%.
- ii. Through the eighth month of FY25 parking meter revenues are \$118,277.00 less than for the same period in FY24, a decrease of 1.9%.

- **Projects and Updates**

- i. Round 4 of the Federal Hill Demand Based meter rate adjustments have been completed and all recommended changes have been made.
- ii. The Mobile-Pay/Text-to-Pay project is progressing. We have completed installing all decals in Fells Point. Mobile-Pay is currently active in the CBD, Harbor East, Fells Point, and our three parking lots: JFA, Saratoga and Green, and the Hollins Market lot. Our next location will be Federal Hill which rolled out today, April 8.

- **New Business**

- i. There were no new business items for Parking Meters.

- Interactions:

- i. In response to Councilman Blanchard's question, Mr. Chase explained that we currently have about 2,000 single-spaced parking meters remaining throughout the city. We are looking to consolidate blocks that have 6 or more single-spaced parking meters into a multi-space kiosk. Areas closer to the outskirts of the city currently have single-spaced parking meters remaining. We have

completed the central business district (CBD) area. However, this project is ongoing. We are currently focused on mobile-pay options.

- ii. In response to Mr. Kay’s question, Mr. Chase explained that the cost is also a factor in justifying the removal of single-spaced parking meters and the transition to a multi-space parking meter. Mr. Little added that parking management is needed and as we expand the use of mobile pay on some of those block faces, where we may only have two, three, or four spaces to manage, we may decide to go with mobile pay only on one side of the street then allow for cash payments at meters on the other side of the street. We must keep in mind that a large percentage of the population in Baltimore is unbanked, and we still need to accept cash to be equitable. We will continue to analyze to determine how we can move more toward multi-space parking meters and mobile pay options.

Brandy Savarese joined the meeting at 4:30pm to sit in for Councilman Blanchard who exited the meeting at 4:33pm.

D RESIDENTIAL RESERVED DISABLED PARKING (RRDP)

- o Ms. Thompson reported that:
 - **Review of Metrics**
 - i. For December 2024:
 - a. We received 26 applications for new service; 26 applications were processed and/or responded to within 30 days.
 - b. There were 401 applications received for renewal of service; 401 of those applications were processed and/or responded to within 30 days.
 - c. There were 2,814 applications for new services received in the past 12 months; 2,813 of the applications were responded to and processed within 30 days.

- d. There were 7,250 renewal of service applications received in the past 12 months; 7,250 of those completed renewal applications were processed and responded to within 30 days.
- e. Currently there are 7,183 residents receiving RRDP permit spaces.
- f. There were 20 removals completed for the reporting month due to failure to renew for service, no longer in need of service, or misuse of space.

- **Projects and Updates**

- i. The RRDP section is moving forward with the bi-annual renewal process for permit holders.
- ii. We are also moving forward to streamline the renewal application process, to be finalized within the next few weeks.

- **New Business**

- i. There were no new business items to report for RRDP.

- Interactions:

- i. There were no interactions to report for RRDP.

E VALET REGULATIONS

- Mr. Poole reported that:

- **Review of Metrics**

- i. Number of Complaints about Valet Operators/ Operations: The goal is 10 or fewer per month. For February, there was 1 complaint. There was an average of 0.75 complaints per month for the previous 12 months.

- **Financials**

i. Total Valet revenues to report for February 2025 were \$3,904.00.

ii. The total Valet revenues for the fiscal year-to-date through February 2025 were \$90,814.00.

- **Projects and Updates**

i. There are 40 total Valet Parking Zones in good standing.

ii. There are 26 total Valet Operators licensed and in good standing.

iii. There are 0 valet operator license applications pending; and,

iv. There is 1 valet parking zone application pending, and in progress for Keystone Korner located at 1350 Lancaster Street.

- **New Business**

i. There are no new business items to report for Valet Regulations.

- Interactions:

i. There are no interactions to report for Valet Regulations.

7. PLANNING

- Mr. Burnszynski reported that:

- **Review of Metrics**

i. Percent of Tasks and Projects closed/completed on time: The goal is 90%. For February we were at 96%. For the previous 12 months, PABC closed/completed 92% of tasks and goals on time.

- **Projects and Updates**

i. We are working with the VPP data collection effort. We have completed data collection for Area 19, Federal Hill. We will be looking to collect data in Area 14, Little

Italy. We will also be working to collect more RPP data outside of the VPP program.

- ii. We are reviewing low level metered blocks (areas that are receiving less than \$20 per block and indicate low parking or no parking activity) for potential parking meter removals.
- iii. We are reviewing loading zones and are currently looking at 6 city council districts to identify all existing installations.
- iv. We are looking to hire an intern this summer who will be helping with RPP mapping. Interviewing will begin in the next few days.

- **New Business**

- i. There were no new business items to report for Planning.

- Interactions:

- i. There were no interactions to report for Planning.

8. ELECTRIC VEHICLE CHARGING

- Ms. Caesar reported that:

- **Projects and Updates**

- i. BGE EV Smart Program has 17 BGE EV Smart charging locations energized on city property; with 8 charging locations in various stages of engineering, design, and approval.
- ii. The Pennsylvania Avenue lot is the most utilized location for the second month in a row.
- iii. The BGE EV Smart Team continues with their network provider transition. At present, 16 locations have been successfully transitioned with 1 remaining.

- iv. Grants – we submitted and received reimbursement for the installation of the charging stations for Lexington Street and West Street garages through the Volkswagen Settlement Charge Ahead round 2 funds.

- **New Business**

- i. There were no new business items to report on for Electric Vehicle Charging.
- Interactions:
 - i. In response to Mr. Kay’s question, Ms. Caesar explained that EV charging sites are selected in collaboration with the Planning team. We receive requests for activation, then consult the BGE team, the community, and the respective Councilperson for feedback.

8. ADMINISTRATION

- Mr. Little reported that:
 - **Review of Metrics**
 - i. Team Turnover Rate: The goal is 10% or less. For the month of February, the turnover rate was 2%. For the previous 12 months the turnover rate was 16%.
 - ii. Overtime Hours as a Percent of Total Hours Worked: The goal is 0.5% or less. For the month of February, the overtime hours as a percentage of total hours worked was 0.00%. For the previous 12 months, the overtime hours as a percentage of total hours worked was 0.01%.
 - iii. Percent of Invoices Paid within 30 Days of Receipt: The goal is 98%. For the month of February 100% of invoices were paid within 30 days of receipt. For the previous 12 months, 100% of invoices were paid within 30 days of receipt.
 - iv. Operating at or Below Budget: Goal is a “Yes.” For the month of February, “Yes,” PABC operated below budget. PABC also operated below budget for the fiscal year-to-

date 2025.

- v. The February Administrative expenses were below budget by \$94,000.00 due to a variety of factors listed in the board packet. The Fiscal Year-To-Date 2025 Administrative expenses through February were also below budget by \$1.1 million for the same reasons and are also listed in the board packet.

- **Projects and Updates**

- i. Ms. Wright provided an update on the transition to electronic payments.
 - a. We are transitioning from paper check payments to electronic fund transfer for all future transactions.
 - b. This change will enhance the efficiency, security, and environmental sustainability of payment processes.
 - c. We will initiate the process with our PABC employees first. Upon successful completion we will move to our vendors for EFT payments.
- o Interactions:
 - i. In answer to Mr. Kay's question, Ms. Wright explained that the transition would include all expense related items. Mr. Little added that many payments the city makes are also now electronic. PABC has had a strict payment approval process based on paper for quite a while. However, we had a couple of instances of check washing that were resolved by the bank and contributed to our decision to enhance security by moving to electronic payments. This transition also allows our vendors to be paid even more quickly.

- **New Business**
Recommendation of New Position and Updated Titles, Responsibilities, and Pay Grades in the Off-Street Parking Division

- i. Parking Authority staff request approval from the PABC Board of Directors to create a new full time position of facilities manager of off-street parking and capital projects and to revise the titles and salaries of the division manager and assistant manager of off-street parking to reflect the off-street parking division taking on responsibility for construction projects.
- ii. With the vacancy of the construction project manager position we have taken the opportunity to reevaluate both the need for it as a full time position and where within PABC construction projects management should reside.
- iii. We have determined that the construction project management role is not a full time position at this time and, because all of our construction projects are at off street parking facilities now and for the foreseeable future, construction project management should be part of the off-street parking division's responsibilities. But to successfully manage those added responsibilities it will be necessary to add an additional manager in the off-street parking division.
- iv. Along with that, an additional manager taking on the responsibilities of that other section would need to be reflected in revised job titles and pay grades and is noted in the memo in the board packet.
- v. The current job title of manager of off-street parking would change to division manager off-street parking and capital projects, and it would go from a pay grade of 115 to a pay grade 116.
- vi. We would also create this new position of facilities manager of off-street parking and capital projects, which had previously been an assistant manager position at a pay grade of 112. But that new position would be at a pay grade of 113.

vii. We would then transition the assistant manager of off-street parking position to assistant manager off-street parking and capital projects, and it would stay at the pay grade of 112.

viii. Mr. Dartigue made the motion to approve the request to create new positions, title changes and pay grades for off-street parking. Mr. Cennane seconded the motion, and the motion was unanimously approved.

o Interactions:

i. There were no interactions to report for Administration.

10. MOTION TO ADJOURN

Mr. Cennane made the motion to adjourn. The motion was unanimously approved. The public meeting adjourned at approximately 4:49 p.m.

NEXT BOARD MEETING:

➤ May 13, 2025

Date: _____