

**Parking Authority of Baltimore City (PABC)  
Board of Directors' Meeting Minutes  
Tuesday, February 11, 2025**

**1. CALL TO ORDER**

Mr. Kay convened the meeting at 4:02 PM, via Teleconference.

**BOARD MEMBERS IN ATTENDANCE**

Henry Kay, Board Chair  
Robert Cename  
Anthony Scott  
Councilman Zachary Blanchard

**PABC STAFF PRESENT**

Nichelle Bolden, Executive Assistant/Contract Administrator  
Eric Brown, Residential Permit Parking Assistant Manager  
Fran Burnszynski, Parking Planning Division Manager  
Nicole Caesar, Electric Vehicle Charging Programs Manager  
Sandra Downs, Chief Financial Officer  
Sarah Haddad, Parking Planner II  
Albert Hudson, Parking Meters Assistant Managers  
Tiffany James, Communications Manager  
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  
Andre Poole, Valet Regulations Manager  
David Rhodes, General Counsel  
Daniel Rozzo, Parking Analyst I  
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. Mr. Kay then called the names of the PABC staff members expected to be in attendance. Ms. Downs responded by saying “present and in the room with Brian.” All 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 then proceeded with the agenda as written.

**3. BOARD APPROVALS**

Mr. Kay noted a correction to the minutes for January 14, 2025, that stated the number of electrical vehicle chargers to be 14 and not 40. Mr. Scott made a motion to approve the minutes with the noted corrections. Councilman Blanchard seconded the motion; and the motion was unanimously approved.

**4. OFF-STREET PARKING**

o 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 December we were 7.6% above and for fiscal year 2025 we were 14.4% above.
- ii. The 2025 fiscal year-to-date total revenues were higher by \$414,844 compared to FY 2024, an increase of 6.4%.
- iii. The 2025 fiscal year-to-date total expenses are higher by \$50,637 compared to FY 2024, an increase of 1.2%.
- iv. The 2025 fiscal year-to-date net income is higher by \$364,207 compared to FY 2024, an increase of 14.4%.

Mr. Cenname joined the meeting at 4:08 pm.

- v. Some of the major factors for the revenue variance include an increase in transient revenue due to more daily parkers, and an increase in monthly contract revenue due to the

timing of payments from large group accounts.

- vi. Some of the major factors for the expense variance include higher operating expenses due to increased maintenance and payroll costs; we anticipate an increase next month due to the rise in the annual percentage rent payment at the Franklin Street Garage made earlier than in the previous fiscal year; higher parking taxes due to higher revenues, and the timing of the Franklin Garage property tax, and special benefits district tax payments; lower utility expenses; and lower license renewal fees.
- **Projects and Updates**
  - vii. The Lexington Street Garage rate adjustments, approved by the PABC Board of Directors in December, were successfully implemented.
  - viii. The Lexington Street Garage Elevator Controller components upgrade is still scheduled to occur later this month or early March as parts are expected to ship on February 21.
  - ix. The Baltimore Street Garage elevator repair project is also experiencing delays as those parts are now expected to ship at the end of this week. The repairs will be prioritized. Additionally, we recently learned that the Fleet & Eden Garage hydraulic jack system in one of the elevators has malfunctioned and was not able to be repaired. The manufacturer is coming out to investigate and will provide an estimate. We will bring this item to the Board for approval at the March meeting, then submit it to the Board of Estimates (BoE) for final approval.
  - x. We have now successfully completed the installation of the new Parking Access and Revenue Control System (PARCS) at 10 garages. The West Street garage is complete. We will begin the installation at the Penn Station Garage on Monday and expect the new system to be up and running by Friday February 21. The Fayette Street Garage is the final

garage for installation. We plan to begin installation upon the award of the Group 4 management contract which includes this garage.

- **New Business**

- **Facilities Rate Adjustment Recommendations**

- viii. PABC Staff requests that the PABC Board of Directors approve adjustments to the parking rates at the 5 PABC managed facilities per the attached list in the Board packet.
  - ix. The proposed adjustments are based on the analysis of our most recently completed quarterly rate surveys which indicate these rate adjustments should be made due to the current rates being below the market average and the facilities regularly being near capacity.
  - x. We project these adjustments will bring \$153,000.00 in additional new annual revenue based on current average demand.
  - xi. If approved by the PABC Board of Directors and the Board of Estimates (BoE), we expect to implement the new rates immediately, with a one week notice for transient rate adjustments and at least a 30-day notice for all monthly contract holders.
  - xii. Mr. Cennane made the motion to approve the parking rates at the 5 PABC managed facilities per the attached list in the Board packet. The motion was seconded by Councilman Blanchard, and the motion was unanimously approved
- o Interactions:
  - i. In response to Mr. Scott's question, Mr. Morgan explained that the 2% metric does account for inflation in terms of growth.
  - ii. In response to Mr. Kay's question, Mr. Morgan explained that Off-street has seen an increase in demand since COVID.

- iii. In response to Councilman Blanchard’s question, Mr. Morgan explained that the off-street strategy is profit maximization, receiving the best return on investment (ROI) for the tax payers funding of these facilities. Mr. Little also contributed that PABC utilizes quarterly rate surveys conducted at the facilities to track the rates and adjust to scale that of our nearby garage competitors. For those neighborhood garages where PABC has little competition those rates adjustments are more prudent.

**5. CAPITAL PROJECTS**

- o Ms. Nue reported that:
  - Little Italy Garage – The cost estimate for engineering services for the renovation of the garage has been delayed until March.
  - Penn Station Garage – The revised cost estimate for the renovation of the garage was received on January 31. The Department of Transportation (DOT) and the Department of General Services (DGS) were copied due to cost sharing, and we are waiting for their approval to proceed. We are also drafting an RFP for the modernization of the elevator at this garage.
  - West Street Garage – There are overhead concrete masonry repairs needed. We will have engineers, through DGS, evaluate and advise us of the repairs.
  - Franklin Street Garage – Repairs to the fire standpipe system are complete. A flow test to the system will occur when the weather is warmer. Design documents for the garage renovation are paused while the contracted engineering firm rectifies a WBE concern.
  - Market Center Garage – The contract for repairs to the fire standpipe system is with Audits and will next go to the BoE for final approval.

- Baltimore Street Garage – We received one proposal in response to the RFP for the modernization of the garage elevators from Nichols Contracting at a cost of \$1.795 million. We are currently evaluating that proposal to ensure the contractor is qualified and that the cost proposal is reasonable. We are also receiving estimates for some minor concrete repairs at that garage.
  - Lexington Street Garage – Minor repairs to the fire standpipe system will be completed soon.
  - Fleet and Eden Garage - Minor repairs to the fire standpipe system will be completed soon.
  - We have completed lighting upgrades at three of our garages, and we are eligible for additional grant funds for new, more energy efficient LED lighting at several additional garages.
- Interactions:
    - i. There were no interactions to report on Capital Projects.
  - **New Business**
    - i. There were no new business items for Capital Projects.

**6. ON-STREET PARKING**

**A RESIDENTIAL PERMIT PARKING / PERMITS (RPP)**

- Mr. Brown 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 December, PABC achieved a 1.33 on a 2.0-point scale and maintained a 0.89 in the previous 12 months.
  - **Financials**
    - i. The revenue for December 2024 is \$ 22,522.00 which is \$3,833.00 more than compared to the previous year.
    - ii. The 2025 fiscal year-to-date revenues as of December are \$218,102.00. This is \$3,569.00 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. There were no projects and updates to report for RPP.
- **New Business**
  - i. There was no new business to report for RPP.
- Interactions:
  - i. In response to Councilman Blanchard’s question, Mr. Kay explained that revenues are down due to fewer requests for permits. This could be due to the lack of enforcement in RPP areas, causing residents to not feel the need to purchase a permit. Mr. Little then contributed that the RPP program has expanded over the past several years in terms of the number of RPP areas and households.

## **C PARKING METERS**

- Mr. Hudson reported that:
  - **Review of Metrics**
    - i. The percentage of Demand-Based Blocks in the Target Occupancy Range: The goal is 75%. For December, 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 December, PABC accomplished 99% meter uptime. The previous 12 months PABC accomplished 99% meter uptime.
    - iii. Cale Parking Meter Uptime: The goal is 98%. For December, 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 December, 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 December 2024 were \$781,733.00, compared to the December 2023 meter revenue of \$718,442.00, which represents an increase of 8.8%.
- ii. Through the sixth month of FY25 parking meter revenues are \$14,678.00 more than for the same period in FY24, an increase of 0.3%.

- **Projects and Updates**

- i. The Mobile-Pay/Text-to-Pay project is progressing. We received the central business district (CBD) decals. The meter technicians began installation on February 4. We are about 80% complete and hope to finish installation by the end of this week. We look to begin the next installation in Harbor East on February 25. Once we receive the decals the process takes 2 to 3 weeks.
- ii. We will also implement the demand based meter rate adjustments and configurations within the Harbor East area beginning February 25.

- **New Business**

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

- Interactions:

- i. In response to Mr. Kay's question, Mr. Hudson explained that we have begun to see an increase in usage for the mobile-pay/text-to-pay service. Mr. Little then stated that we are planning a press release for the CBD after all the decals are installed to inform the public of the new service and that it will soon be available in other

areas of the city.

- ii. In response to Councilman Blanchard’s question, Mr. Little explained that the last two bars of the bar graph on page 35 of the board packet represents the Actual 2025 Revenue and the 2025 Projected Revenue.

**D RESIDENTIAL RESERVED DISABLED PARKING (RRDP)**

- o Ms. Thompson reported that:
  - **Review of Metrics**
    - i. For December 2024:
      - a. We received 35 applications for new service; 35 applications were processed and/or responded to within 30 days.
      - b. There were 483 applications received for renewal of service; 483 of those applications were processed and/or responded to within 30 days.
      - c. There were 2,732 applications for new services received in the past 12 months; 2,731 of the applications were responded to and processed within 30 days.
      - d. There were 6,827 renewal of service applications received in the past 12 months; 6,827 of those completed renewal applications were processed and responded to within 30 days.
      - e. Currently there are 6,424 residents receiving RRDP permit spaces.
      - f. There were 20 removals completed for the reporting month.
  - **Projects and Updates**
    - i. The RRDP section is currently in the process of putting the final edits on our customer service satisfaction survey.

- ii. We are working with the Baltimore City Information Technology (BCIT) Department to complete the integration of the work order database with Salesforce.

- **New Business**

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

- o Interactions:

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

## **E VALET REGULATIONS**

- o Mr. Poole reported that:

- **Review of Metrics**

- i. Number of Complaints about Valet Operators/ Operations: The goal is 10 or fewer per month. For December, 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 December 2024 were \$8,236.25.
- ii. The total Valet revenues for the fiscal year-to-date through December 2025 were \$60,482.75.

- **Projects and Updates**

- i. There are 41 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 are 2 valet parking zone applications pending, and in progress; for Facci Ristorante located at 414 Light Street, and 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 December we were at 95%. For the previous 12 months, PABC closed/completed 91% of tasks and goals on time.
  - **Projects and Updates**
    - i. We are working on RPP Area B signage which has been updated to include the early afternoon Oriole games in anticipation of the upcoming baseball season.
    - ii. We are working with the virtual permit parking (VPP) program collecting data for Area 19 in South Baltimore.
    - iii. We are also working with the Mayor's Office of Performance and Innovation to help with better meter enforcement by sharing the utilization data collected through the parking demand-based project.
    - iv. We are working with the meter shop to update the meter rates in Harbor East and Harbor Point and meter conversions throughout the city.
    - v. We are reviewing the Baltimore Street bikeway which would run from Aliceanna Street to Sinclair Road to minimize parking and loading impacts.
    - vi. We are working on EV charger placements and EV charger signage.
  - **New Business**

- i. There were no new business items to report for Planning.
- o Interactions:
  - i. In response to Councilman Blanchard’s question, Mr. Burnszynski explained that there has been a bike cycle track facility planned for Washington Street beginning at Aliceanna Street past Johns Hopkins Hospital up to Sinclair Road. The Parking Authority’s role is to assist with floating the parking meters that will be removed.

## **8. ELECTRIC VEHICLE CHARGING**

- o 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. This is the second month of increased utilization recorded at Leon Day Park and the highest number of charging sessions recorded at this location.
    - iii. The BGE EV Smart Team continues with their network provider transition. At present, 14 locations have been successfully transitioned with 3 remaining.
  - **New Business**
    - i. There were no new business items to report on for Electric Vehicle Charging.
- o Interactions:
  - i. There were no interactions reported for EV Charging.

## **8. ADMINISTRATION**

- o Mr. Little reported that:
  - **Review of Metrics**

- i. Team Turnover Rate: The goal is 10% or less. For the month of December, the turnover rate was 2%. For the previous 12 months the turnover rate was 12%.
- ii. Overtime Hours as a Percent of Total Hours Worked: The goal is 0.5% or less. For the month of December, the overtime hours as a percentage of total hours worked was 0.01%. 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 December 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 December, “Yes,” PABC operated below budget. PABC also operated below budget for the fiscal year-to-date 2025.
- v. The December Administrative expenses were below budget by \$26,000.00 due to a variety of factors listed in the board packet. The Fiscal Year-To-Date 2025 Administrative expenses through December were also below budget by \$719,000.00 for the same reasons and are also listed in the board packet.

- **Projects and Updates**

- i. There were no projects and updates to report for Administration.

- **New Business**

- **New Position Recommendation: Parking Data Analyst**

- i. Parking Authority staff requests approval from the PABC Board of Directors to create a new full-time position of Parking Data Analyst.

- ii. In September of last year, we hired a data collector and analyst for a 6 to 9 month temporary assignment to collect, format, and analyze parking meter payment compliance data.
- iii. That analyst has done a remarkable job in providing and analyzing this data.
- iv. This experience has opened our eyes to other data collection and analysis projects that would be of great value to PABC, and the city as listed in the memo in the board packet.
- v. We firmly believe that the addition of this position will help PABC and the City to realize increased revenues and decreased expenses that far exceed the cost of this position.
- vi. There are funds in our administrative budget for this position.
- vii. Mr. Scott made the motion to approve the request to create a new full-time position of Parking Data Analyst. Mr. Cennane seconded the motion, and the motion was unanimously approved.
  - o Interactions:
    - i. In response to Mr. Kay’s question, Mr. Little explained that this position would report to the Chief Operations Officer, Ms. Nue, because the duties cross all areas of operations.

**10. MOTION TO ADJOURN**

Councilman Blanchard made the motion to adjourn. The motion was unanimously approved. The public meeting adjourned at approximately 4:39 p.m.

**NEXT BOARD MEETING:**

➤ March 11, 2025

**Date:** \_\_\_\_\_