

**Parking Authority of Baltimore City (PABC)  
Board of Directors' Meeting Minutes  
Tuesday, January 14, 2025**

**1. CALL TO ORDER**

Mr. Kay convened the meeting at 4:01 PM, via Teleconference.

**BOARD MEMBERS IN ATTENDANCE**

Henry Kay, Board Chair

Robert Cename

Anthony Scott

Natasha Dartigue

**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

Sandra Downs, Chief Financial Officer

Na'Jah Jackson, Construction Manager

Tiffany James, Communications 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

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. Butler responded by saying “present and in a shared workspace.” 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 asked if there were any questions or corrections for the minutes that circulated in advance of the meeting. Receiving no response, Mr. Scott made a motion to approve the minutes for the December 10, 2024, Board Meeting. Mr. Cenname 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 November we were 80.9% above and for fiscal year 2025 we were 16% above.
- ii. The 2025 fiscal year-to-date total revenues were higher by \$353,245 compared to FY 2024, an increase of 6.4%.
- iii. The 2025 fiscal year-to-date total expenses are higher by \$7,397 compared to FY 2024, an increase of 0.2%.
- iv. The 2025 fiscal year-to-date net income is higher by \$345,848 compared to FY 2024, an increase of 16%.
- 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, 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 due to the timing of billings; and lower license renewal fees due to the delayed approval of Parking Facility Business Licenses during the previous fiscal year.

- vii. The expenses were level from the previous year when we made the Franklin Street tax payment in November 2023 compared to the payment made in December 2024. This will bring our expense variance back to 5%.

- **Projects and Updates**

- vii. The Board of Estimates (BoE) approved the Lexington Street Garage elevator controller components upgrade. Unfortunately, there is a delay in receiving the parts for the elevator. Parts are scheduled to ship on February 21. We anticipate the elevator repair to be complete in early March.

- viii. We also have an elevator down at the Baltimore Street Garage. The part has been manufactured and is expected to be ready for installation in February. This item did not require the Board's approval.

- ix. The quarterly rate surveys from our garage operators are in review. We will have recommendations for the Board in February.

- x. We continue to work on the installation of the new Parking Access and Revenue Control System (PARCS). Installation has been completed at the Caroline Street Garage. We will move to Penn Station next and then there will be one garage remaining.

- **New Business**

- viii. There were no new business items to report for Off-Street Parking.

- Interactions:

- i. There were no interactions to report for Off-Street Parking.

**5. CAPITAL PROJECTS**

- o Ms. Jackson reported that:
  - Franklin Street Garage – The handrail painting is complete. The PABC has selected a vendor for the fire suppression repairs to occur later.
  - Penn Station Garage – The 2<sup>nd</sup> cost estimate was received from Mead & Hunt Engineering and is now under review. The PABC will coordinate efforts with the Department of Transportation (DOT) and the Department of General Services (DGS).
  - Elevator modernization – the Baltimore Street Request for Proposals (RFP) has been issued. Submissions are due January 25.
  - Little Italy Garage – The cost estimate for design documents needed for repairs was received from Mead & Hunt. We are awaiting a second estimate from the DGS before proceeding.

Ms. Dartigue joined the meeting at 4:08 pm

- Fire Suppression Systems – Work is to occur at Franklin Street Garage and other garages pending internal approvals.
- Marina Garage – the change order for the additional light installation was completed.
- o Interactions:
  - i. In response to Mr. Kay’s question, Ms. Jackson explained that the projects for Penn Station include the expansion joints on the bridges of Charles Street and St. Paul, the structural repairs to the Plaza level, the concrete masonry, water retention work at the mezzanine level, and repairs to the stairs on the backside of the garage. The DOT will be assisting with the repairs involving rights-of-way on the bridges. The

DGS will assist with repairs involving the Plaza level and the garage.

- **New Business**

- i. There were no new business items for Capital Projects.

**6. 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 November, PABC achieved a 1.08 on a 2.0-point scale and maintained a 0.87 in the previous 12 months.
  - **Financials**
    - i. The revenue for November 2024 is \$ 31,776.00 Which is \$4,753.00 less when compared to the previous year.
    - ii. The 2025 fiscal year-to-date revenues as of November are \$195,581.00. This is \$7,402.00 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 Mr. Kay’s question, Mr. Little stated that we are working with Enforcement in the pilot program to enforce utilizing vehicle-mounted license plate recognition cameras (LPRs) in those areas that have transitioned to VPP. Mr. Thompson has been the lead

for the equipment with DOT. Mr. Thompson then explained that we are looking to have the remaining 2 vehicles fitted with 4 cameras each, along with the software for the laptops and devices for those cameras, installed by January 21. We are working through some of the specific security requirements with the Baltimore City Office of Information and Technology (BCIT) and the vendors. We will have more updates upon completion.

## **C PARKING METERS**

- Mr. Chase reported that:
  - **Review of Metrics**
    - i. The percent of Demand-Based Blocks in the Target Occupancy Range: The goal is 75%. For November, 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 November, PABC accomplished 99% meter uptime. The previous 12 months PABC accomplished 99% meter uptime.
    - iii. Cale Parking Meter Uptime: The goal is 98%. For November, 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 November, 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 November 2024 were \$746,996.00, compared to the November 2023 meter revenue of \$749,797.00, which represents a decrease of 0.4%.

- ii. Through the fifth month of FY25 parking meter revenues are \$48,614.00 less than for the same period in FY24, a decrease of 1.2%.

- **Projects and Updates**

- i. The Mobile-Pay/Text-to-Pay project is progressing nicely on the 3 parking lots: Saratoga and Greene; the Hollins Market lot on Carlton Street; and the JFA lot where we are seeing the most activity. We are awaiting sticker decals and anticipate having the central business district (CBD) operational by the end of the month.

- **New Business**

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

- Interactions:

- i. There were no interactions to report for Parking Meters.

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

- Ms. Thompson reported that:

- **Review of Metrics**

- i. For November 2024:
  - a. We received 46 applications for new service; 46 applications were processed and/or responded to within 30 days.
  - b. There were 372 applications received for renewal of service; 372 of those applications were processed and/or responded to within 30 days.
  - c. There were 2,249 applications for new services received in the past 12 months; 2,248 of the applications were responded to and processed within 30 days.
  - d. There were 6,792 renewal of service applications received in the past 12 months; 6,792 of those completed renewal applications were processed and responded to within 30 days.

e. Currently there are 5,961 residents receiving RRDP permit spaces.

f. There were 28 removals completed for the reporting month.

- **Projects and Updates**

- i. The RRDP section is currently in the process of closing outdated case files and updating the initial application and the renewal application for the service.

- **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 November, 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 November 2024 were \$8,156.25.

- ii. The total Valet revenues for the fiscal year-to-date through November 2025 were \$52,246.50.

- **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 3 valet parking zone applications pending, and in progress; for Facci Ristorante located at 414 Light Street, for Keystone Korner located at 1350 Lancaster Street, and for The Duchess Restaurant located at 1002 W. 36<sup>th</sup> 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 November we were at 92%. For the previous 12 months, PABC closed/completed 91% of tasks and goals on time.
  - **Projects and Updates**
    - i. Parking studies:
      - a. Demand-Based:
        - 1. Future rounds of studies will be placed on hold due to lower parking meter payment compliance than anticipated. We continue to work with enforcement in hopes that it will improve as the year progresses. We will continue to monitor the signage in those areas to ensure enforcement can occur properly for VPP.
        - 2. We continue to work with the RPP section on Area 19 and Area 9 to collect inventory

and utilization data for a baseline to see how well the VPP Pilot Enforcement Project performs.

- b. Project Space –
  - 1. We completed work on the west side in the Pigtown, BioPark, and Hollins Market area. We are now looking forward to doing the same work at the Baltimore Peninsula in South Baltimore.
- c. EV Chargers and Signage - we continue to work with the EV Charger Manager to get chargers out and to get signage updated.
- d. We are expecting new staff, with the departures of Arco and Nicole. Mr. Derek King is our new Parking Planner I. He will be working in the CBD and in South Baltimore with Kris Misage. The Parking Planner II position we are hoping to hire shortly.

- **New Business**

- **Harbor East & Harbor Point Demand-Based Parking Meter Rate Setting Recommendations**

- i. We conducted the study of Harbor East and Harbor Point which are found on pages 36 through 46 of the board packet.
- ii. This is round five. There are 64 block faces where the rates will range from \$0.50 to \$3.25.
- iii. Of the block faces studied, during the day, 67% will increase, 23% will remain the same, and 10% will decrease. During the evening, 53% will increase, 21% will remain the same, and 26% will decrease.
- iv. While we are not seeing stabilization, we are seeing that more parkers are utilizing off street parking assets.

- v. This area has changed from council District 1 to council District 12. Upon approval we will notify the Councilman for the district about this change a month beforehand.
  - vi. We recommend that the Board approve the recommended rate adjustments based on demand where, if the demand is higher the rates go up a \$0.25, if demand is lower the rates decrease by \$0.25, and if demand is moderate then the rates remain the same.
  - vii. Mr. Scott made the motion to approve the Harbor East and Harbor Point Demand-Based Parking Meter Rate Setting Recommendations as outlined in the memo. The motion was seconded by Mr. Cenname, and the motion was unanimously approved.
- o Interactions:
    - i. In response to Mr. Kay’s question, Mr. Little explained that we are going to suspend the demand based parking meter rate setting program and not resume the data collection process until we can see the payment compliance at parking meters improve. We have been collecting data in various areas of Downtown, Federal Hill, and Harbor Point/Harbor East with compliance rates averaging 30%. We will be working with DOT Enforcement to help increase compliance. Once Enforcement has reorganized, we will resume the program.

## **8. ELECTRIC VEHICLE CHARGING**

- o Ms. Caesar reported that:
  - **Projects and Updates**
    - i. BGE EVSmart Program has 17 BGE EV Smart charging locations energized on city property; with 79 BGE EV charging plugs and 7 charging locations in various stages of engineering, design, and approval.

- ii. The charging station at the Waverly lot is still being repaired. A team visited last week to service the station. However, they failed the voltage test. The Carroll Park and the Northeast Market location are also down for repair. BGE will continue to work to resolve these issues.
- iii. The BGE EV Smart Team continues with their network provider transition. At present, 14 locations have been successfully transitioned to the new provider with 3 remaining.

- **New Business**

- i. There were no new business items to report for Electric Vehicle Charging.
- Interactions:
  - i. In response to Mr. Kay's question, Ms. Caesar explained that, with BGE's transition to the new service provider, some locations needed to be switched off. Before returning to service the location must pass voltage testing. If the stations fail, then they must send out a team to repair. Other stations have damaged charging cables or damaged clips, which keeps the charging cord from retracting when the chargers are plugged into the vehicle. These clips are frequently damaged. The BGE team switches the unit off to prevent further damage to the cable or to vehicles attempting to use these stations.

## **8. ADMINISTRATION**

- Mr. Little reported that:
  - **Review of Metrics**
    - i. Team Turnover Rate: The goal is 10% or less. For the month of November, 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 November, 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 November 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 November, “Yes,” PABC operated below budget. PABC also operated below budget for the fiscal year-to-date 2025.
- v. The November Administrative expenses were below budget by \$135,165.00 due to a variety of factors listed in the board packet. The Fiscal Year-To-Date 2025 Administrative expenses through November were also below budget by \$693,885.00 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**

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

- o Interactions:

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

**10. MOTION TO ADJOURN**

Mr. Scott made the motion to adjourn. The motion was unanimously approved. The public meeting adjourned at approximately 4:30 p.m.

**NEXT BOARD MEETING:**

➤ February 11, 2025

**Date:** 7/16/2025

  
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