

**Parking Authority of Baltimore City (PABC)  
Board of Directors' Meeting Minutes  
Tuesday, May 13, 2025**

**1. CALL TO ORDER**

Mr. Kay convened the meeting at 4:07 PM, via Teleconference.

**BOARD MEMBERS IN ATTENDANCE**

Henry Kay, Board Chair

Robert Cename

Natasha Dartigue

Josh Spokes proxy for 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

Sandra Downs, Chief Financial Officer

John Genda, Off Street Parking Assistant Manager

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

Lakeisha Payton, Office Services Manager

Andre Poole, Valet Regulations Manager

Taylor St. Clair, Off Street Parking & Capital Projects Assistant 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 called on Mr. Spokes, the proxy for Councilman Blanchard. Mr. Spokes responded by saying “present and by myself,” indicating that no persons joined him 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.” Ms. Payton and Ms. James responded by saying “present and with a child present.” 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.

**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 April 8, 2025. Ms. Dartigue 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 March we were 70.33% above and for fiscal year 2025 we were 8% above.
- ii. The 2025 fiscal year-to-date total revenues were higher by \$398,561 compared to FY 2024, an increase of 4.05%.
- iii. The 2025 fiscal year-to-date total expenses are higher by \$78,037 compared to FY 2024, an increase of 1.34%.
- iv. The 2025 fiscal year-to-date net income is higher by \$320,523 compared to FY 2024, an increase of 8%.
- v. Some of the major factors for the revenue variance include an increase in transient revenue due to more daily parkers,

mainly at Penn Station Garage and rate adjustments at several facilities; and an increase in monthly contract revenue due to the timing of payments from large group accounts, specifically the Baltimore Police Department (BPD) at St. Paul and Lexington Street Garages. A large past due payment was made in March 2025.

- vi. Some of the major factors for the expense variance include:
  - i. higher operating expenses due to increased maintenance and payroll costs; Payroll is up due to an increase in salaries for our garage operators, which is required by the increase in the City's hourly living wage, along with additional staffing during the new PARCS installations.
  - ii. Expenses have increased at Penn Station due to higher rents.
  - iii. Higher parking taxes due to higher revenues, and the timing of Franklin Street Garage property tax and special benefits district tax payments.
  - iv. Lower utility expenses due to the timing of billings, which were significantly lower in March 2025 compared to March 2024. This was the main factor causing total expenses for March 2025 to be lower than March 2024.
  - v. Lower license renewal fees due to the delayed approval of Parking Facility Business Licenses during the previous fiscal year.
- **Projects and Updates**
  - vii. Ms. Tayler St. Claire started with us as Assistant Manager of Off-street parking & Capital Projects. We are currently reviewing resumes for the open customer service position.
  - viii. The elevator repair at the Fleet and Eden Garage will be presented to the Board of Estimates (BOE) meeting on May 21.

- ix. The Lexington Street Garage elevator controller component upgrade will begin tomorrow and should be completed by the end of this week.
- x. We have worked with the Bureau of Procurement to put out the Request for Proposals (RFP) for garage management contracts, and for the review of those proposals by a review panel. Three proposals were received with 1 being disqualified for non-compliance of minority business goals. On May 7, the city awarded new garage management contracts for all twelve of our garages. The contracts have a period of 3 years with two 1-year renewal options. The transition to the new management companies will be a swap of the current management companies in two phases, with half occurring on July 1, 2025, and the remaining half transitioning on August 1, 2025.

- **New Business**

- **Facilities Rate Adjustments Recommendations**

- viii. The PABC Staff requests approval from the PABC Board of Directors to adjust parking rates at the 5 PABC managed facilities per the list included in the Board packet.
- ix. Adjustments are based on our recent analysis of recently submitted quarterly rate surveys.
- x. The adjustments are due to current rates being below market or having been many years since the last adjustment.
- xi. We project that these adjustments will bring approximately \$174,000 in annual new revenue, based on current average demand.
- xii. If approved by the PABC Board and the BOE, we expect to implement the new rates right away. Transient rate adjustments will receive a 1-week notice through postings at the facilities, and monthly contract holders will receive a 30-day notice.

xiii. Mr. Cename made the motion to approve adjusting parking rates at the 5 PABC managed facilities listed in the Board packet. Ms. Dartigue seconded the motion, and the motion was unanimously approved.

o Interactions:

- i. In response to Mr. Cename's question, Mr. Morgan explained that the Fayette Street Garage is currently near capacity and does not have garage operators at this time to manage occupancy. We expect there will be a demand for transient parking in the future. This rate adjustment recommendation will establish hourly rates for when this garage comes under new management on July 1, with the recently approved garage management contracts. Mr. Little added that this garage is connected to the Health Department and is not currently advertised. However, we anticipate that with the developments planned for the Jonestown Area, we will begin to see more night and weekend business.
- ii. In response to Mr. Kay's question, Mr. Morgan explained that a garage can be oversold to include monthly contract parkers and transient parkers.
- iii. In response to Mr. Kay's question, Mr. Morgan explained that the increased rates and modified rates are in response to the market, as well as an attempt to simplify the rates for the operators and customers.

**5. CAPITAL PROJECTS**

- o This item was skipped.
- o Interactions:
  - i. There were no interactions to report for Capital Projects.
- **New Business**
  - i. There were no new business items for Capital Projects.

6. **ON-STREET PARKING**

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

- Ms. Cole-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 March, PABC achieved a 0.59 on a 2.0-point scale and maintained a 0.74 in the previous 12 months.
  - **Financials**
    - i. The revenue for March 2025 is \$63,691.00 which is \$12,476.00 less when compared to the previous year.
    - ii. The 2025 fiscal year-to-date revenues as of March are \$367,799.00. This is \$13,709.00 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.
- Interactions:
  - i. In response to Mr. Spokes' question of the level of compliance within residential parking areas, showing that up to 20% of the cars parked in the areas were not properly permitted being the result of residents feeling that they are not going to receive a citation; Ms. Butler explained that the revenue decreased because enforcement was decreased. The residents stopped buying permits because they knew enforcement was not happening. We have seen an uptick in the purchase of permits due to the beginning of 24-hour enforcement. We hope it continues in this direction.

- ii. In response to Mr. Spokes' question regarding the level of enforcement needed to ensure that RPP is effective, Ms. Butler explained that, if Enforcement returns to a full number of Enforcement Officers on staff and have those Officers enforce on a consistent schedule, the problem should be resolved.
- iii. In response to Mr. Spokes' question regarding the number of Enforcement Officers needed, Ms. Butler explained that the last report heard in February was that there were 90 Enforcement Officers on staff, when the required number is 120.
- iv. In response to Mr. Spokes' question regarding allowing work vehicles to park in RPP zones, Mr. Little explained that Councilman Blanchard called a couple of weeks ago to ask for this topic to be researched. We have consulted with the Department of Transportation (DOT) and will be meeting with them soon to discuss. However, one major change that would have to happen to allow work or commercial vehicles to park in RPP Areas would be for the City Council to amend the City Code to allow those types of commercial vehicles to park in residential areas. Currently, the City Code specifically excludes commercial vehicle parking citywide.
- v. In response to Mr. Kay's question, Mr. Burnszynski explained that commercial vehicles are observed as vehicles weighing a specific weight, carrying equipment such as ladders or toolboxes, or vehicles that carry 15 or more passengers.

- **New Business**

- **RPP Permits Tiered Pricing**

- i. Mr. Little reported that Councilman Blanchard had asked us to speak to the possibility of tiered parking rates for RPP permits.

- ii. In the RPP area, an example of tiered rates would be charging the current fee of \$20.00 for the first vehicle, then charging \$50.00 for a second vehicle, and charging \$120.00 for every vehicle afterwards in a household.
- iii. It is likely that many RPP areas are over capacity by the definition of more permits than spaces, but the RPP purpose is not to manage capacity. The purpose is to protect the limited parking supply for residents of the neighborhood by excluding non-resident vehicles.
- iv. Tiered pricing is a concept that was brought up by the RPP Advisory Board in the past. However, there was little support for the idea.
- v. Mr. Little then shared his screen to display the RPP section of the City Code to reference how the fees of the program are established.
- vi. The RPP section of the City Code states, “that the annual fee for a permit is set by the authority,” meaning the Parking Authority. Under differential rates it says that “the authority may set different fees for different residential parking areas based on the days and numbers of hours during which parking restrictions are imposed in that area”; it goes on to state that “fees are not refundable and there are certain areas exempt from fees”. The City Code does not allow PABC to set different RPP fees for any other reason than for different days and number of hours of parking restrictions. Mr. Little then stopped sharing his screen.
- vii. As a result, the City Code would need to be amended to allow PABC to set fees based on other criteria such as tiered fees for areas with certain defined circumstances.

- viii. The city's Law Department has previously advised that government fees must use the cost principle to determine appropriate fee amounts. This means that the total fees collected should approximate the cost to administer the program.
- ix. We could explore this with the Law Department again. However, if a fee exceeds the cost of administration, it is considered a tax. The fees that we currently collect for RPP Permits approximately equal our cost to administer the program.
- x. PABC is not opposed to the concept of tiered pricing for RPP permits if it could help to better manage parking demand in certain RPP areas.
- xi. RPP has been a community based program. It is primarily directed by what the communities want, within legal limits.
- xii. We want to also note that if tiered pricing would pass a legal review and is adopted, then communities should take several factors into consideration when deciding whether to implement tiered pricing in their neighborhoods, and to determine which tiered rates to set. Factors should include:
  - a. The number of permits issued versus the number of parking spaces in an RPP area.
  - b. Consider the number of households with either 4, 3 or 2 permits. In the past we have been asked to review certain areas and how many households have had either 2, 3 or 4 permits. The number with 3 permits is very small and the number with 4 permits was minuscule.
  - c. The number of parking spaces available on certain days and at various times.

- d. The number of permits actually utilized in a parking area on various days and at various times.
- e. The number and percentage of unpermitted vehicles parked in an RPP Area on various days and at various times.

xiii. RPP residents currently have resentment about the insufficiency of parking enforcement; therefore, changing the permit costs may be misdirected until enforcement is at reasonable levels.

- o Interactions:
  - i. In response to Mr. Spokes' question regarding the additional cost for the permit and the potential for a tax, Mr. Little explained that we do not know what that tax would be and would have to consult with the Law Department. Currently, what we collect for the RPP program approximately equals the cost to administer the program. We do not know if other parameters such as enforcement and citation collection fees should be considered.
  - ii. In response to Mr. Kay's question, Mr. Little agreed to send Councilman Blanchard an invitation to the RPP Advisory Board meeting to discuss the option of tiered pricing.

## **C PARKING METERS**

- o Mr. Chase reported that:
  - **Review of Metrics**
    - i. The percentage of Demand-Based Blocks in the Target Occupancy Range: The goal is 75%. For March, 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 March, PABC accomplished a 99% meter uptime. The previous 12 months PABC accomplished a 99% meter uptime.
  - iii. Cale Parking Meter Uptime: The goal is 98%. For March, the Cale meter uptime was 99%. The previous 12 months PABC accomplished a 99% meter uptime.
  - iv. IPS Multi-Space Parking Meter Uptime: The goal is 98%. For March, the IPS Multi-Space parking meter uptime was 99%. The previous 12 months PABC accomplished a 99% meter uptime.
- **Financials**
    - i. The total combined meter revenues for the month of March 2025 were \$838,111.00, compared to the March 2024 meter revenue of \$791,799.00, which represents an increase of \$46,312.00.
    - ii. Through the ninth month of FY25 parking meter revenues are \$71,965.00 less than for the same period in FY24, a decrease of 1%.
  - **Projects and Updates**
    - i. The Mobile-Pay/Text-to-Pay project is progressing. During the month of March mobile payments received 3,695 transactions across all three mobile apps; Parkmobile, Flowbird, and Pay-by-Phone; with Parkmobile having the highest amount overall at 16,144 transactions.
    - ii. Mobile-Pay is currently active in the CBD, Harbor East, Fells Point, and Federal Hill, which was completed last week; and the 3 parking lots, JFA, Saratoga and Green, and the Hollins Market lot. Our next locations to be completed by March 20 are Midtown and Charles Village.
  - **New Business**

- i. There were no new business items for Parking Meters.
- o Interactions:
  - i. There were no interactions to report for Parking Meters.

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

- o Ms. Thompson reported that:
  - **Review of Metrics**
    - i. For March 2025:
      - a. We received 25 applications for new service; 25 applications were processed and/or responded to within 30 days.
      - b. There were 645 applications received for renewal of service; 645 of those applications were processed and/or responded to within 30 days.
      - c. There were 2,839 applications for new services received in the past 12 months; 2,838 of the applications were responded to and processed within 30 days.
      - d. There were 7,890 renewal of service applications received in the past 12 months; 7,890 of those completed renewal applications were processed and responded to within 30 days.
      - e. Currently there are 7,208 residents receiving RRDP permit spaces.
      - f. There were 26 removals completed for the reporting month due to failure to renew service, no longer in need of service, or misuse of space.
  - **Projects and Updates**
    - i. The integration project of Salesforce and Cityworks testing has gone well, and we should be ready to go to production in the next coming weeks.

- ii. The RRDP section, with the assistance of our executive team, has streamlined their annual renewal application process. It is no longer required for the permit holder to be recertified by their physician or for the renewal form to be notarized.

- **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 March, 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 March 2025 were \$39,005.00.
- ii. The total Valet revenues for the fiscal year-to-date through March 2025 were \$129,819.00.

- **Projects and Updates**

- i. There are 43 total Valet Parking Zones in good standing.
- ii. There are 25 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 William Fell located at 888 South Broadway; and Timbre located at 900 South Wolf

Street. Keystone Korner's valet parking zone application was approved on March 18, 2025.

- **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 March we were at 91%. For the previous 12 months, PABC closed/completed 92% of tasks and goals on time.
    - ii. Our staffing is full, which contributes to accomplishing goals.
  - **Projects and Updates**
    - i. We are working with the RPP section on virtual parking permit (VPP) Area 14. The data for inventory has been collected for Little Italy. We expect to receive information by June 15, if this area will be participating in VPP, at which time we will conduct counts of the neighborhood. Afterwards, we will work with Area 18, Johns Hopkins Hospital and Northeast Market.
    - ii. We are reviewing loading zones for recertification. We will review half this year and half next year.
    - iii. We are reviewing low meter revenue and conversions with the meter section, keeping them up to date.
    - iv. We are working on RPP mapping to ensure that all properties listed on the city map are up to date.

- v. We will be hiring an intern by June 1 to assist with all projects.
- vi. We will be working to review parking for Preakness and Artscape, this month.

- **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 with 2 under site review, and 2 being scheduled for pre-construction site maintenance.
    - ii. The Pennsylvania Avenue lot is the most utilized location again for March.
    - iii. Federal Hill and Leon Day Park both had the next highest utilization numbers recorded in March.
    - iv. The BGE EV Smart Team has completed their network provider transition at all 17 locations.
    - v. Uptime for March is 94%. The uptime was affected by the network transition process which started in November 2024. Unexpected issues were encountered by the BGE team resulting in a few locations being powered down for safety. This resulted in the November uptime decreasing to 82%, as indicated in the report located in the board packet. These issues were uncovered during the transition process after failing the testing required for the facility to be safely turned on

before public use. The last location was transitioned in April. Pending no other unforeseen issues, uptime should return to 100%.

- **New Business**
  - i. There were no new business items to report on for Electric Vehicle Charging.
- Interactions:
  - i. There were no interactions to report on for Electric Vehicle Charging.

## **8. ADMINISTRATION**

- Mr. Little reported that:
  - **Review of Metrics**
    - i. Team Turnover Rate: The goal is 10% or less. For the month of March, the turnover rate was 0%. For the previous 12 months the turnover rate was 14%.
    - ii. Overtime Hours as a Percent of Total Hours Worked: The goal is 0.5% or less. For the month of March, 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 March 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 March, “Yes,” PABC operated below budget. PABC also operated below budget for the fiscal year-to-date 2025.
    - v. The March Administrative expenses were below budget by \$326,935.00 due to a variety of factors listed in the board packet. The Fiscal Year-To-Date 2025

Administrative expenses through March were also below budget by \$1.4 million 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**

- Additional Workstations Expense Approval**

- i. Ms. Payton stated that the PABC staff is requesting the PABC Board approve the purchase and installation of 4 new workstations in the cubicle or bullpen area, at a cost not to exceed \$27,548.12.
- ii. Three additional cubicles or workstations are being requested to accommodate new staff members and summer employees such as interns and temporary hires.
- iii. The cost includes delivery and installation.
- iv. The services are being provided by Rudolph Supply, the same firm that delivered and installed our current furniture.
- v. Mr. Cenname made the motion to approve the purchase to install 4 new workstations in the cubicle or bullpen area, at a cost not to exceed \$27,548.12. Ms. Dartigue seconded the motion, and the motion was unanimously approved.

- FY 2026 Administrative Budget Recommendation**

- vi. Ms. Downs began by sharing her screen, then reported on the Fiscal Year 2026 Administrative Budget.
- vii. Our funding comes from three primary sources, the administrative grant funds we receive from the City of Baltimore, the parking meter management funds also

received from the City of Baltimore, and we receive a specific allocation for valet regulations for a FY2026 total of \$11,209,788.

viii. The full report can be found in the board packet.

However, some noteworthy highlights include:

- a. We have 49 team members. The budget includes all positions, and the approved 3% cost of living increase scheduled for July 1, 2025, which was based on the previously completed compensation study.
- b. We budget for half-year temporary hires and interns that we use every year.
- c. Increased benefit costs.
- d. Replacement schedule for computer equipment that we strictly adhere to.
- e. Shared services for postage and printers.
- f. The cost for approximately 1,000 Pay-by-Plate Multi-space parking meters and approximately 2,300 Smart Single-space meters.
- g. The cost for mobile field services, equipment, and connectivity.
- h. Phase two for Cityworks parking management assets system.
- i. The use of our DocuSign workflow management system.
- j. Installation and operation of EV charging equipment.

- ix. We have listed the differences between the FY25 budget versus the FY26 budget.
  - a. The first category is salaries and benefits, which shows a small increase of \$433,402.00.
  - b. Next is contractual services, with computer remote access, which are based on the usage for our meter programs and for RPP remote access.
  - c. There was a decrease of about \$20,000 for document management. We have been working on document retention storage and digitization of our documents; scanning documents to reduce our paper footprint and reducing our storage at Iron Mountain storage facility.
  - d. For maintenance and repair there is a slight increase due to maintaining our equipment as it ages.
  - e. We have included funds for renovation to the office to cover things that might happen. Specifically, we are putting in a cage storage system for the meter shop to have closer access to items necessary for the repair of meters.
  - f. Our telephone costs have increased. As we grow staff those costs will continue to rise.
  - g. We have had an increase in computer software with a decrease in what we are budgeting for EV charging equipment due to the city allocating funds for upgrades.
- x. Overall, our total from last year was \$10,122,295, this year we are at \$11,200,788 for an overall increase of \$1,087,494.

- xi. Our funding levels have remained steady over the last number of years.
- xii. Ms. Downs requested that the PABC Board approve the proposed FY26 Administrative Grant Budget for PABC.
- xiii. Ms. Dartigue made the motion to approve the FY26 Administrative Grant Budget. Mr. Cenname seconded the motion, and the motion was unanimously approved.

- o Interactions:

- i. In response to Mr. Spokes' question, Ms. Wright explained that the remote access is for the RPP PayLock system, Cale helpdesk Zendesk services that are \$350.00 per month, IPS Single-spaced meters that are about \$6 per meter per month, \$0.13 per transaction. We are accounting for next year's expenses for the new meter programs implemented this fiscal year. We also have Cale Web office for meter software hosting that is about \$48 per meter, per month, Spot Angels, and IPS license plate back-office, which is about \$55 per meter, per month. While it appears these costs support mostly meters it also includes Paylock which is used by RPP.

**10. MOTION TO ADJOURN**

Ms. Dartigue made the motion to adjourn. The motion was unanimously approved. The public meeting adjourned at approximately 4:58 p.m.

**NEXT BOARD MEETING:**

➤ June 10, 2025

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