

Parking Authority of Baltimore City (PABC)
Board of Directors' Meeting Minutes
Tuesday, September 10, 2024

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

PABC STAFF PRESENT

Nichelle Bolden, Executive Assistant/Contract Administrator

Fran Burnszynski, Parking Planning Division 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, Residential 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 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 space.” Ms. Phillips responded by saying “present and in a shared space.” 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 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 July 16, 2024, Board Meeting. Mr. Cename 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 remain equal to the previous fiscal year-to-date. For June we were 15% below and for fiscal year 2024 we were 9.42% above.
- ii. The 2024 fiscal year-to-date total revenues were higher by \$1,2220,569 compared to FY 2023, an increase of 10.09%.
- iii. The 2024 fiscal year-to-date total expenses are higher by \$737,769 compared to FY 2023, an increase of 10.58%.
- iv. The 2024 fiscal year-to-date net income is higher by \$482,800 compared to FY 2023, an increase of 9.42%.
- ii. The Net Operating Income (“NOI”): The goal is to remain equal to the previous fiscal year-to-date. For July we were 5.75% above and for fiscal year 2025 we were 5.75% above.
- iv. The 2025 fiscal year-to-date total revenues were higher by \$59,075 compared to FY 2024, an increase of 5.25%.
- v. The 2025 fiscal year-to-date total expenses are higher by \$22,715 compared to FY 2024, an increase of 4.59%.

- v. The 2025 fiscal year-to-date net income is higher by \$36,360 compared to FY 2024, an increase of 5.75%.
- 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, and higher security expenses due to the timing of vendor invoicing.
- Projects and Updates
 - vii. We are currently reviewing the rate surveys that were recently submitted by the garage operators. We plan to have recommendations to the Board next month.
 - viii. The installation of the new parking access and revenue control system was successfully completed at the Market Center, Franklin Street, and the Baltimore Street Garages. We are still working through some minor punch list items at each garage. We are receiving positive feedback from customers, garage operators, and PABC staff.
 - ix. Installation at the Little Italy Garage is expected to go live this Friday. We will then move on to the Marina Garage later this month, followed by the St. Paul Street and Lexington Street Garages in the following months. We anticipate that all installations will be completed in early 2025.
- New Business
 - viii. There was no new business item for Off-Street Parking.
- Interactions:
 - i. In response to Mr. Kay's question, Mr. Morgan stated that he would need to confirm the actual cause for the increase in monthly contract revenue. However, the

variations were most likely due to a large payment being received earlier in the previous fiscal year. The timing of a payment falling in one fiscal year, or another makes one year look better or worse. Another factor is when multiple months of payments are dispersed by the city for larger accounts like the VA. They pay the city directly for various items and the money for their monthly account is dispersed from those funds.

5. CAPITAL PROJECTS

- Ms. Jackson reported that:
 - Lexington Street Garage – The replacement of the overhead door at the exit lane is complete.
 - Franklin Street Garage – The stairwells are repaired. A purchase order to sand and repaint the rails in both stairways was submitted. We are waiting for the approval to proceed from the archdiocese for additional concrete and structural repairs.
 - Penn Station Garage – With the help of the Department of Transportation (DOT) the taxi lane pavers were successfully replaced. The design documents for concrete expansion joints and drainage repairs to the Plaza and garage are still in development.
 - Elevator modernization – We are drafting a Request for Proposals (RFP) for the modernization of the Baltimore Street Garage elevators.
 - Little Italy Garage – The cost estimate for design documents needed for construction repairs are under review with the Department of General Services (DGS) and the engineering firm.
 - Fire Suppression Systems – The initial repair work at the Market Center Garage was completed by Wolfe Fire Protection. Additional repairs are needed. An estimate has been submitted and is under review.

- West Street Garage – a purchase order was submitted for contracted waterproofing repairs to the expansion joint above the PARCS equipment.
- Interactions:
 - i. There were no interactions to report for Capital Projects.
- New Business
 - i. There are no new business items to report 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 June, PABC achieved a 0.80 on a 2.0-point scale and maintained a 1.10 in the previous 12 months.
 - ii. For the month of July, PABC achieved a 1.25 on a 2.0-point scale and maintained a 1.07 in the previous 12 months.
 - Financials
 - i. The 2024 fiscal year-to-date revenues as of June are \$544,172.00. This is \$51,288.00 less when compared to the same period in FY 2023. The decrease in revenue is attributed to a deferment of the renewals for the applicable RPP areas until August 2024, with Area 20 and Area 21 renewing in August.
 - ii. The 2025 fiscal year-to-date revenues as of July are \$36,731.00. This is \$2,874.00 less when compared to the same period in FY 2024. The decrease in revenue is attributed to a decrease in renewal requests for the applicable RPP areas.

- Projects and Updates
 - i. We are steadily working on our virtual permit parking (VPP) transition for all areas. In August, we successfully transitioned Area 32, Roland Park/Wymans. For September we will be successfully transferring Area 28, Mount Vernon; and we will focus on transitioning Area 12 and Area 11 in October.
- New Business
 - i. There are no new business items 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 percent of Demand-Based Blocks in the Target Occupancy Range: The goal is 75%. For June and July, 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 June and July, PABC accomplished 99% meter uptime. The previous 12 months PABC accomplished 99% meter uptime.
 - iii. Cale Parking Meter Uptime: The goal is 98%. For June and July, 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 June and July, 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 June 2024 were \$780,451.00, compared to the June

2023 meter revenue of \$836,424.00, which represents a decrease of \$55,973.00 or 6.7%.

- ii. Through the twelfth month of FY24 parking meter revenues are \$552,638.00 less than for the same period in FY23, a decrease of 5.6%.
- iii. The total combined meter revenues for the month of July 2024 were \$889,300.00, compared to the July 2023 meter revenue of \$828,044.00, which represents an increase of \$61,256.00 or 7%.
- iv. Through the first month of FY25 parking meter revenues are \$61,256.00 more than for the same period in FY24, an increase of 7%.

- **Projects and Updates**

- i. The 12th round of demand based parking meter rate adjustments will be in the Central Business District (CBD). We are working with Planning and our meter vendors to be ready by October 11.
- ii. We have an update on our Tap-to-Pay, contactless payment option for our new single space meters. The meter displays have been configured and we will be working with Ms. James, Communication Manager, to publicize the information.

- **New Business**

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

- **Interactions:**

- i. In response to Mr. Kay's question, Mr. Chase explained that the meters with the Tap-To-Pay Option will be powered by solar panels placed on the back of the meters.

D RESIDENTIAL RESERVED DISABLED PARKING (RRDP)

- Ms. Thompson reported that:

- Review of Metrics
 - i. For June and July 2024:
 - a. We received 83 applications for new service; 83 applications were processed and/or responded to within 30 days.
 - b. There were 531 applications received for renewal of service; 531 of those applications were processed and/or responded to within 30 days.
 - c. There were 2,068 applications for new services received in the past 12 months; 2,067 of the applications were responded to and processed within 30 days.
 - d. There were 5,462 renewal of service applications received in the past 12 months; 5,462 of those completed renewal applications were processed and responded to within 30 days.
 - e. Currently there are 5,444 residents receiving RRDP permit spaces.
 - f. There were 18 removals completed for the reporting months.
- Projects and Updates
 - i. The RRDP has completed the 1st Phase of the renewal audit. This included updating case files and closing out files that had no activity or that lacked proper documentation to move forward with processing. The 2nd Phase will include archiving files that have been denied.
- 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 June and July, there were 0 complaints. There was an average of 0.58 complaints per month for the previous 12 months.
 - Financials
 - i. Total Valet revenues to report for June 2024 were \$8,825.00.
 - ii. The total Valet revenues for Fiscal year-to-date through June 2024 were \$182,775.00.
 - iii. Total Valet revenues to report for July 2024 were \$5,025.00.
 - iv. The total Valet revenues for Fiscal year-to-date July 2025 were \$5,025.00.
 - Projects and Updates
 - For June:
 - i. There are 41 total Valet Parking Zones in good standing.
 - ii. There are 28 total Valet Operators licensed and in good standing.
 - iii. There are 2 valet operator license applications pending from Velocity Parking LLC., and Simple Valley Parking, LLC; and,
 - iv. There is 1 valet parking zone application pending, and in progress, for the Select Lounge located at 415 N. Paca Street.

For July:

- v. There are 40 total Valet Parking Zones in good standing.
 - vi. There are 28 total Valet Operators licensed and in good standing.
 - vii. There are 0 valet operator license applications pending; and,
 - viii. There is 1 valet parking zone application pending, and in progress, for the Select Lounge located at 415 N. Paca 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 June we were at 96%. For the previous 12 months, PABC closed/completed 91% of tasks and goals on time.
 - ii. For July we were at 89%. For the previous 12 months, PABC closed/completed 91% of tasks and goals on time.
 - Projects and Updates
 - i. Parking studies:
 - a. Federal Hill – we are currently working on this study which will go into the early part of October. We expect to present the final report to the Board in November.

- b. Harbor East/Harbor Point – the area will receive the next round of Demand Based Parking meter rate studies.
 - c. Johns Hopkins/Northeast Market – we continue to work with Councilman Glover and with the four neighborhoods he identified to contact for their awareness and their support for demand based parking meter rates. One neighborhood is in support of the project, one neighborhood is tentative due to the parking impacts of Johns Hopkins Health Hospital, and two of the neighborhoods have not responded. We plan to update the Councilman in October with any updates for this project.
 - d. Project Space – The work for Port Covington and the South Baltimore Peninsula has been delayed due to the streets not being turned over to the city until the end of the year. We are working on the west side of the city: Pigtown, BioPark, and Hollins Market. 16 locations have been identified for disabled parking spaces. We are working with the DOT Sign Shop, the PABC meter shop, and the Councilperson for the area. We will work with Ms. James to communicate with the businesses in the area.
 - e. We continue to work on EV chargers with the BGE EVSmart program. We have established bi-weekly meetings. There are 8 locations pending, 6 of the locations have been released. There will be 6 EV chargers at these locations.
- o Interactions:
 - i. There were no interactions to report.
 - New Business
Mount Vernon Demand-Based Parking Meter Rate Setting Recommendation

- i. This 4th round for Mount Vernon Demand-Based Parking Meter Rate Setting consists of 111 metered block faces, 40% of the block-faces will increase, 20% of the block faces will decrease, and 40% will remain the same, with the meter rates ranging from \$0.50 to \$2.75.
- ii. We are recommending extending meter durations on 4 of the blocks as noted in the memo.
- iii. The PABC staff respectfully requests the PABC Board of Directors' approval of the Mount Vernon Demand-Based Meter Rate Recommendations and meter durations as stated on the memo dated August 26, 2024, on pages 54 through 63 of the board packet.
- iv. Mr. Scott made the motion to approve the adjustment of parking meter rates and meter durations in Mount Vernon as they are described in the memo. The motion was seconded by Mr. Cennane and the motion was unanimously approved.

8. ELECTRIC VEHICLE CHARGING

- o Ms. Nue reported that:
 - Review of Metrics
 - i. Electric Vehicle Charging Location Uptime: The goal is 97%. For the month of May, the uptime rate was 94%.
 - ii. The total number of charging sessions was 1,647, this is a 3% increase from the month of April.
 - Projects and Updates
 - i. BGE EVSmart Program –
 - a. Installation - The BGE program has 17 EV charging sites that are now energized on city property. We have 79 EV charging plugs which is the number of vehicles that can charge simultaneously. We have 70 Level 2 EV chargers, and 9 DC fast chargers.

- b. Utilization - there were 2,163 charging sessions which is an 18% increase from June 2024. This is the 2nd record month in a row. The highest utilization was Waverly Lot. The lowest utilization was JFA Lot & Leon Day Park.
- c. The DC fast charger at the Pennsylvania Ave Lot is repaired. The use is starting to increase again at this location.
- d. New signs will soon be installed at EV charging stations.
- e. BCDOT expects to begin enforcement on October 1.

- New Business

- i. There were no new business items to report for Electric Vehicle Charging.
- Interactions:
 - i. Mr. Little noted that Mr. von Stetten has accepted a position with DGS in their energy office. We will continue to work with him on various projects, including solar projects with garages and lots. We are interviewing people to fill that position.

9. ADMINISTRATION

- Mr. Little reported that:
 - Review of Metrics
 - i. Team Turnover Rate: The goal is 10% or less. For the months of June and July, the turnover rate was 0%. For the previous 12 months the turnover rate was 6%.
 - ii. Overtime Hours as a Percent of Total Hours Worked: The goal is 0.5% or less. For the month of July, the overtime hours as a percentage of total hours worked was 0.03%. For the previous 12 months, the overtime hours as a percentage of total hours worked was 0.03%.

- iii. Percent of Invoices Paid within 30 Days of Receipt: The goal is 98%. For the months of June and July 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 fiscal year of 2024, “Yes,” PABC operated below budget. PABC also operated below budget for the fiscal year-to-date 2024. For the month of July, “No,” PABC was over budget for grant spending.
 - v. Fiscal Year-to-Date 2024 Administrative expenses were below budgeted by \$2.1 million due to vacant positions and travel, mileage reimbursements, employee events, office renovation, training, utilities, and EV equipment cost that were budgeted but not yet spent; and lower than budgeted mobile phone, transit benefit, outside legal, security alarm, advertising, tuition reimbursement, conference, consultant, software, merchant services, equipment warranty, and equipment maintenance costs.
 - vi. Fiscal Year-To-Date 2025 Administrative expenses were above budget by \$33,000 due to items that were paid for but not budgeted for the month including office furniture purchased for the RPP Assistant Manager, software conversion payments made for the transition to the new RPP system, software licenses that were prepaid, EV charging equipment, equipment warranty expense for new meters, and 2 months of rent paid in July.
- Projects and Updates
 - i. The audio-visual equipment in the large conference room, which will enable hybrid meetings and training sessions, has been installed. Training on the use of that new equipment is now underway.

ii. Contract negotiations with the 3 mobile payment application providers are close to finalization. We asked Baltimore City's IT Department (BCIT), the Law Department, and Risk Management to review. We have received their comments, and we are looking forward to beginning the implementation process within the next couple of months.

- New Business

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

- Interactions:

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

10. MOTION TO ADJOURN

Mr. Scott made the motion to adjourn. The motion was seconded by Mr. Cename, then was unanimously approved. The public meeting adjourned at approximately 4:32 p.m.

NEXT BOARD MEETING:

➤ October 8, 2024

Date: _____

Henry Kay

Digitally signed by Henry Kay
DN: E=hkay@rkk.com, CN=Henry Kay, OU=Internal,
OU=UserAccounts, DC=ad, DC=rkk, DC=com
Reason: I am approving this document
Date: 2024.11.19 16:28:27-05'00'

Councilman Robert Stokes,
Board Secretary