

**PARKING AUTHORITY OF THE CITY OF LANCASTER
MINUTES**

For the Regular Board Meeting held

April 21, 2011

The Lancaster Parking Authority (LPA) held its regularly scheduled meeting on Thursday, April 21, 2011 at 8:00 AM in the Authority Office's at 111 North Prince Street, Lancaster, PA.

Members present were: Mark Vergenes, Chairman; Cindy Stewart, Secretary; Lisa Riggs, Treasurer; and Brian Reynolds, Assistant Secretary-Treasurer.

Also present were: Larry Cohen, LPA Executive Director; Grant Hummer, ELA Group, Inc; and Donna Stoudt, LPA Staff.

Absent were: Deno Mandros, Vice Chairman & Mary Dougherty, LPA Associate Director.

The Lancaster Parking Authority Board Meeting was called to order at 8:05 A.M. by Mr. Vergenes, Chairman.

The minutes from March 24, 2011, were approved by Ms. Riggs and seconded by Mr. Reynolds. The minutes from April 5, 2011, were approved by Ms. Stewart and seconded by Ms. Riggs with corrections. Ms. Riggs stated Captain Wizcowski's name was spelled incorrectly and Ms. Riggs abstained from voting on the approved security services.

Comment from Ms. Riggs if the bi-laws allow members to attend meetings by phone.
POST MEETING: According to the bi-laws board members are allowed to call-in for meetings with use of a speaker or conference phone. Mr. Vergenes approved the purchase of a conference phone.

Public Comments

- None.

Reports of Committees

Personnel, Wage & Salary Committee

- None.

Finance Committee

- Through March financials, revenues are on budget and overall revenue is on target and expenses are in-line with budget.
- Ms. Stewart asked about the meter revenue. Should the meter hood rental be a break even proposition? The meter hood rental was increased in February so in the future the meter revenue should not run under.
- Snow removal – Ms. Stewart asked if the snow removal should be a monthly expense. Mr. Cohen stated in next years budget it will be a yearly expense and not monthly.
- Monthly garage summary – Ms. Riggs asked how much parking is available at each garage. Mr. Cohen stated that there is a certain amount spaces held for monthly parkers vs. transient parkers. Ms. Riggs asked what the volumes of monthly parking spaces are available at each garage for new parkers.

Marketing Committee

- Mr. Cohen presented the proposal from North Star Marketing. Mr. Cohen reviewed the proposal with North Star to be sure that everything was addressed from the RFI. North Star is putting detailed information together to be presented. The goal is to start North Star by the end of April and focus on the website. Ms. Riggs suggested that North Star should be consistent with the message LPA is trying to convey to the public regarding branding and messaging.
- Internally, we are working on many web site initiatives, including a mobile web page for smart phones. Maps, pictures of staff and garages will be posted. In addition a 15 second explanation of working the kiosks. Mr. Cohen is working with the Convention Center to upgrade or link to our website. LPA also has access to Google Analytic to track usage of the website.
- Ms. Riggs stated that for events there are no clear directions at the garages. Mr. Cohen presented signage with directions to be posted in each of the elevators for each specific garage. Signs should be placed in each of the elevators by end of April.
- Ms. Stewart suggested that a hand out be given to transient parkers to rate their parking experience. This would help recognize an outstanding employee or any area that needs to be addressed. This will be addressed with North Star.

Facilities & Security Committee

- Mr. Vergenes discussed cars parked in the garage for an extended length of time and how that was being handled. Mr. Cohen stated that there are 17 layover vehicles (11 at Prince & 6 at Water). There is no policy or procedure set in place for time between booting and towing. A proposed contract with Absolute Towing who also works with Police department is pending. There is no cost to LPA, but we will be the first to be paid after car is impounded.
- Allied Barton has been chosen as the security vendor. There will be 2 bicycle patrol officers and they will start training the last week in April. Three used bikes have been purchased from JSID. The savings to LPA should be \$20,000 - \$30,000 per year overall. All repairs to the bikes will be done by one of our staff at LPA.
- Mr. Vergenes asked about the inspection of the garages. Mr. Cohen and Mr. Rager developed a Quality Assurance (QA) daily checklist. Mr. Rager and his staff will be completing daily.
- All open lots now have signs stating that it is an Authority lot.
- Ms. Stewart would like to see signage and/or messaging in something other than plastic holders. New posts with permanent holders for the monthly notices will be in place within the next several weeks.
- Mr. Vergenes asked how the Saturday enforcement is working. JSID has handed out between 400 -600 coupons each weekend; 3 have been used in the garage.
- The 1,400 sq ft has been leased to State Rep. Mike Sturla. The small space continues to be shown. The leak outside the small space will be fixed by Triple H Construction.

Other Business Items

Executive Director's Report

- The water leak issue between LPA and Going and Plank has been addressed in a letter from Kathy Gray. Final settlement of \$1700 is pending their approval.

Miscellaneous Business

- Mr. Cohen presented the draft outline of the Policy and Procedure manual. The manual will be an ongoing project. Upon completion this will be an all inclusive manual. The process should take 1 – 2 years to complete. Ms. Stewart would like to see what key policies should be addressed first and which policies should be addressed by the board. We will work on this task as the next step.

Motions

- A motion was made at 9:30 A.M. to adjourn by Ms. Stewart and seconded by Mr. Reynolds. The motion was approved by all board members present.

Respectfully submitted,

Cindy Stewart, Secretary