

PARKING AUTHORITY OF THE CITY OF LANCASTER

Minutes for the Regularly Scheduled Board Meeting held

October 24, 2013

The Lancaster Parking Authority (LPA) held its regularly scheduled meeting on Thursday, October 24, 2013 at 8:00 AM in the Parking Authority Office's at 111 North Prince Street, Lancaster, PA.

Members present were: Mark Vergenes, Chairman, Cindy Stewart, Vice Chairman, Brian Reynolds, Secretary, Lisa Riggs, Treasurer, Dino Mandros, Asst. Secretary/Treasurer

Also present were: Larry Cohen, LPA Executive Director, Susan Graver, LPA Finance Manager, Gael Aime, LPA Director of Operations, and Donna Stoudt, LPA Staff.

Absent:

The Lancaster Parking Authority Board Meeting was called to order at 8:00 A.M. by Mr. Vergenes.

The minutes from September 26, 2013 were approved by Mr. Mandros, seconded by Mr. Reynolds and approved by all members present.

Public Comments

- None

Financial:

- Engineering fees are over budget due to inclusion of restriping plan for the Duke Street Garage.
- Conversion of phone and internet service to Comcast completed at all locations except Duke Street Garage. Comcast will provide lower costs and improved internet speed.
- Bank and credit card fees are over budget due to the expectation that we could identify a lower cost provider. We obtained proposals from two new merchant service providers and our current provider, Nationwide. Based on the low minimum dollar value of our credit card transactions (\$1.50 at kiosk meters), we determined that our current provider was still the lowest cost provider for these services with no minimum contract period. Nationwide did offer some minor savings in our flat fee structure as part of their proposal.
- The minimum credit card transaction will be changed to \$3.00 at the kiosks. New signage will be put on the kiosk showing the changes. We will review the signage change to make sure it does not look like an increase to the rate.

Executive Director's Report

- Port Potty is being removed from Prince St. Garage as of Nov. 4th. Security will be in place for two weeks after its removal to turn away trespassers.
- Restoration repairs for 2013 are being completed in November
- Restriping of Duke St Garage will add over 40 spaces.
- A meeting is scheduled regarding parking for the Hotel Lancaster in the Duke St Garage and what programs we can provide for them.
- Metric is working on making the modem changes for the kiosks by year end. Depending on the outcome, we will finalize a decision on the kiosk RFP submittals.
- Mr. Vergenes and Mr. Cohen met with the Mayor and his senior staff to discuss the Christian St. lot and loss of meters on Grant St. It was agreed that at the completion of the City Hall expansion LPA would put meters in front of City Hall to make up for the loss of Grant St spaces.
- Lancaster Safety Coalition requested access to our cameras. A suggestion was made to discuss this with the Police Dept. If the police require any video of an event, we will provide the footage.
- Mr. Vergenes & Ms. Stewart conducted Mr. Cohen's annual review. Surveys were completed by the office and operations staff and leaders within the community provided feedback as well. Community feedback was excellent. Staff review response was very good. Overall the feedback was extremely positive.
- ACTION: A motion was made to accept the recommendation for a 4% increase for Mr. Cohen for 2014. Approved by Ms. Riggs and second by Mr. Reynolds and approved by all present.
- Mr. Cohen presented an update to his three year goals.
- The board will move toward more strategic discussion in the New Year. Initially, meetings will be focused on specific topic identified by Mr. Cohen as "Changes and opportunities for LPA in 2014 and beyond".
- The 2013 customer survey was completed. Comparisons were provided for the 2011 survey vs. the 2013 survey results. Improvements were in most areas. The results will be presented to the staff, advisory board and in the winter newsletter.
- Customer advisory committee will be revised to meet twice per year with different monthly customers invited to attend during the other two yearly meetings.

Miscellaneous Business

- The next board meeting is scheduled for November 21st at 8:00 am.

Motions

- The motion was made at 9:00 am by Mr. Reynolds and seconded by Ms. Stewart to adjourn. Motion approved by all present.

Respectfully submitted,



Brian Reynolds, Secretary