

Unapproved Minutes
Thursday, November 21ST, 2013 – 5:00 P.M.
Regular Meeting of the Hartford Parking Authority Board
155 Morgan Street, Hartford, CT 06103

To be Approved at the December 19th, 2013 Regular Board Meeting

Commissioners Present:

Paddi LeShane, Chair
Ken Lerman, Vice Chair
Matt Jasinski, Commissioner

Also Present for HPA:

Eric M. Boone, CEO/Executive Director
Carey Redd, Associate Director
John Michalik, Chief Financial Officer

Guests:

Dan Nash, Regional Manager, Republic Parking Systems
Kyle Nichols, General Manager, Republic Parking Systems
Robert Kliman, Consultant, Connecticut Parking Service¹

¹Mr. Kliman entered at the meeting at 5:20P.M.

1. **Call to Order** – Ms. LeShane called the Regular Meeting of the Hartford Parking Authority (“Authority” or “HPA”) to order at 5:10 P.M.
2. **Roll Call of Commissioners** – Mr. Redd conducted roll call and announced there was a quorum present.
3. **Approval of the Minutes of the Regular Board Meeting of September 19, 2013** - Ms. LeShane polled the Commissioners and staff for amendments to the minutes. Mr. Redd noted that:
 1. The text “Mr. Lerman polled the Commissioners for comment, and hearing none, called for a motion and a motion was made by {Commissioner’s Name}, seconded by {Commissioner’s Name}, passing unanimously” shall be added to the minutes prior to the votes taken to accept the Finance Committee, Property Management Committee, and By-Laws Committee reports.
 2. On page (1), Section (1), paragraph 4: the terms “Gina, Assistant, Corporation, and Counsel” being redundant were delete from the text and “Commissioner’s” was plural spelled “Commissioners’.”
 3. On page (1), Section (1), paragraph 5: the terms “of the Hartford Parking Authority (HPA)” being redundant were delete from the text.

Ms. LeShane polled the Commissioners for further comments, and hearing none, called for a motion and a motion was made by Mr. Lerman, seconded by Mr. Jasinski, passing unanimously.

VOTED: The October 17, 2013 Regular Board Meeting Minutes were approved as amended. (Ayes – LeShane, Jasinski, Lerman)

4. **Chair’s Comments** - Ms. LeShane stated that Attorney Gina Varano, Assistant Corporation Counsel, City of Hartford reported the Authority may be required to reimburse the City for legal services. She stated that Attorney Varano, Mr. Michalik and Mr. Boone are gathering data to prepare a budget for the upcoming fiscal year.

Ms. LeShane encouraged the Commissioners to present Mr. Boone to community leaders, elected officials and stakeholders they know. Ms. LeShane stated that Mr. Boone and she met Mat Poland, Executive Director, Hartford Public Library and Board Chairman, City of Hartford Board of Education; David Panagore, Interim Executive Director, New Haven Parking Authority and Mark McGovern, Director of Community Services, Town of West Hartford.

Ms. LeShane inquired about the Authority's Holiday Luncheon. After a brief discussion, it was agreed the luncheon will be Friday, December 20th, 2013.

Ms. LeShane opened the discussion on the proposed 2014 Meeting Schedule.
(Please see the HPA proposed 2014 Meeting Schedule for details)

Ms. LeShane presented the proposed Personnel Committee meeting schedule. Mr. Lerman with the Commissioners' concurrence stated that the Personnel Committee shall meet as follows:

- December 19th, 2013 – Employees Retirement Benefit 401A Contribution
- May 9th, 2014 – Staff Performance Review
- July 11th, 2014 – CEO/Executive Director's Performance Review

Ms. LeShane polled the Commissioners for further comments, and hearing none, called for a motion and a motion was made by Mr. Lerman, seconded by Mr. Jasinski, passing unanimously.

VOTED: The Authority's 2014 Personnel Committee meeting schedule was approved as amended. (Ayes – Lerman, Jasinski, LeShane)

Ms. LeShane presented the proposed Marketing Committee meeting schedule. She said that committee meetings will be scheduled based on the Authority's marketing efforts. Mr. Boone stated that the Marketing and Property Management (PM) Committee meetings were scheduled on the 2nd Monday of each month to lessen the impact on the Commissioners' schedules. Ms. LeShane stated that Mr. Breetz, PM Committee Chair, prefers to hold the meetings on the 2nd Tuesday. The Commissioners directed the staff to confirm the Committee's meeting day with Mr. Breetz and prepare an updated calendar for action at the December 2013 Regular Board Meeting.

Ms. LeShane presented the proposed By-Laws Committee meeting schedule. Mr. Jasinski with the Commissioners' concurrence stated that the By-Laws Committee shall meet April 16th, 2014.

The Commissioners agreed not to insert an Interim Executive Director provision in the Authority's By-Laws and procurement rules as Attorney Varano conveyed to Ms. LeShane because the authority and responsibilities are equivalent to that of the Executive Director and the term "Interim" only establishes a known termination date for the position.

Ms. LeShane polled the Commissioners for further comments, and hearing none, called for a motion and a motion was made by Mr. Jasinski, seconded by Mr. Lerman, passing unanimously.

VOTED: The Authority's 2014 By-Laws Committee meeting schedule was approved as amended. (Ayes – Jasinski, Lerman, LeShane)

Ms. LeShane presented the proposed the Finance Committee meeting schedule. Mr. Lerman with the Commissioners' endorsement stated that the schedule is to remain as proposed.

Mr. Lerman stated that he and the staff will consult with the Treasurer, Mr. Fowler, to confirm the Committee's meeting schedule and prepare an updated calendar for action at the December 2013 Regular Board Meeting.

Ms. LeShane polled the Commissioners for further comments, and hearing none, called for a motion and a motion was made by Mr. Lerman, seconded by Mr. Jasinski, passing unanimously.

VOTED: The Authority's 2014 Finance Committee meeting schedule was approved as proposed. (Ayes – LeShane, Jasinski, Lerman)

REPORTS AND ACTION ITEMS

1. **Personnel Committee** – Mr. Lerman reported that the Personnel Committee met with Mr. Boone to establish the new CEO's "1st Year Goals" which was distributed to the Commissioners for review and comment.

In response to Ms. LeShane's query, Mr. Boone stated that he will engage the staff to achieve the goals which will keep all quite busy as the team moves forward.

2. **Finance Committee** - Please see the Financial Report for details

Monthly Report – Mr. Michalik stated that through the first four months of the year operating income was ahead of budget by \$127,000 despite continued weak on-street citation revenue. He said he expects the on-street collections to increase over next several months because of changes Republic Parking Systems' (Republic) sub-contractor, CCS, has made in their collection procedures, namely correcting the large number of bad addresses associated with unpaid parking tickets.

Mr. Michalik stated that the Authority's financial performance in other areas was positive with higher revenue from the garages than budgeted and lower overall expenses. He said that he was not sure that the current surplus will continue for the remainder of the year but expenses are expected to be well under budget.

Mr. Michalik stated that the Authority received two payments this year from Capital Community College which put revenue from the College over budget. The payments were for 1) the Fiscal 2012-13 true-up of the College's share of Morgan Street expenses and 2) the Fiscal 2013-14 true-up of the College's share of Morgan Street expenses.

In response to Ms. LeShane's question as to whether all revenue and expenses were part of the overall variance, Mr. Michalik said that some expenses, like Republic's management fee, are budgeted on a straight-line basis and other expenses are budgeted on a seasonal or cyclical basis. As an example of the latter, Mr. Michalik said that the 401(a) retirement plan contribution expense is budgeted in full in December because the expense for the current year is not known until the Board votes on the current year's contribution.

The Commissioners directed staff to note the Morgan Street Garage full-year surplus in its next financial report to show complete transparency and to prepare a full-year forecast.

In response to Mr. Jasinski's comments concerning the weak on-street citation revenue collections, Mr. Boone stated that he and Mr. Redd reviewed the special citation collections data from CCS and determined that the budget for this revenue item was created when collections were at their peak back in January 2013, thus cyclical and/or seasonal variations were not considered which resulted in an imperfect revenue projection. He said attaining the budget will be a significant challenge; however, the Republic's strategies to close budget gap are promising but will not be enough to achieve the on-street budget forecast.

Mr. Jasinski asked for the results of the recent 1,000 bad addresses that were identified and corrected. Mr. Boone reported that Republic's bad address mailing resulted in net revenue of \$15,868, slightly ahead of the \$12,191 collected in October, 2012 and payments on citations over 5 years old from 49 motorists. He said the skip tracing was working.

Mr. Boone stated that it will be more cost effective to pursue motorists' indebtedness directly instead of through the courts. He said Demar Osborne, Assistant Corporation Counsel, City of Hartford and Carlene Harvey, Paralegal, Citation Hearing Office (CHO) conveyed the Court is not prepared to handle the volume of cases the CHO will seek judgments on in response to Mr. Lerman's query. He said the staff had scheduled a meeting with the Clerk of the Court to discuss the matter. Mr. Redd stated that if an affidavit listing the vehicle registration, citation debt due to the City, and or the registrant is acceptable by the Court the voluminous judgments sought will be manageable and the expense shall be reduced considerably.

Ms. LeShane stated that one of Mr. Boone's goals is to determine how much parking ticket debt can be written off. She asked the staff if any debt could be written-off in the near future as suggested by the Treasurer, Mr. Fowler.

Mr. Boone stated that the HPA shall pursue the debt to the fullest extent and when all efforts are exhausted prepare a financial statement of the debt to be written-off for Board's approval and submission to the Mayor and City Council by the end of the fiscal year.

In response to the Commissioners' comments, Mr. Nichols stated that CCS has employed account managers to pursue motorists. He said the remaining 19,000 motorists whose bad addresses were corrected will be mailed Notices and contacted directly as required.

Mr. Nash stated that Republic and CCS will be performed an analysis on aged debt prior to January 1, 2006 to determine the viability of pursuing the motorists for payments.

Ms. LeShane with the Commissioners' concurrence stated that the Authority can elect to follow up CCS's efforts with an Amnesty Program as a final option, if necessary. She added that Mr. Boone, Mr. Redd, and Republic's strategic plan is to identify the uncollectable age debt and report it to the Board and City so can be written off as proposed by the Treasurer, Mr. Fowler. Mr. Boone stated that Mr. Michalik shall research and prepare an aged debt report with year to year comparisons and submit the same to the Board for review.

Mr. Michalik closed the Financial Report stating that the debt service coverage ratio for debt on the books of the HPA is 3.43. The debt service coverage ratio for all parking system debt is 1.52. Both ratios reflect the defeasance of Morgan Street Garage bonds in August and the resulting lower debt service.

Ms. LeShane polled the Commissioners for further comments, and hearing none, called for a motion and a motion was made by Mr. Lerman, seconded by Mr. Jasinski, passing unanimously.

VOTED: The Authority's October 2013 Finance Committee report was accepted.
(Ayes – Lerman, Jasinski, LeShane)

3. **Marketing Committee** – Ms. LeShane reported that the Courthouse Parking Zone media event received positive coverage noting feedback from the new media, State of Connecticut Judiciary staff, Members of the Bar, and the public.

Ms. LeShane stated that she and the staff met with a consultant to discuss the Authority's use of social media (i.e., Facebook, Twitter, and electronic newsletter).

Mr. Boone stated that the staff solicited proposals from three qualified firms that provide social media support services as required in the Authority's procurement rules and Barefoot Media was selected.

Ms. LeShane stated that the Authority's agreement with Barefoot Media shall provide:

1. Consultation on a social media monitoring system
2. Strategies for responding to public comments and concerns
3. The framework utilizing social media for issuing announcements for city sponsored programs, special events, street closings and traffic advisories
4. Staff training

Ms. LeShane stated that Mr. Boone and she discussed Downtown Dwellers, an active social network in Downtown Hartford, in the meeting with Mr. Panagore. She said the Authority will partner with the organization and other relevant social networks as warranted to acquire input on parking concerns and publicize the Authority's promotions.

Ms. LeShane stated that the surveys conducted in collaboration with the Hartford 2000 and the Neighborhood Revitalization Zones (NRZ) will be completed November 30th, 2013 and the survey results along with the Hartford Young Professionals and Entrepreneurs' survey results will be reported at the December 2013 Regular Board Meeting.

Ms. LeShane stated she and the staff participated in a webinar on mobile applications which has become an emerging strategy in the industry to direct the consumers to parking facilities. She said the Authority is researching mobile applications in preparation for implementation within the next two years.

In response to a Mr. Jasinski's query, Ms. LeShane stated that mobile applications are becoming more prevalent especially among the young professionals as agreed by all present.

Mr. Boone reported Mr. Redd, Mr. Nichols and he travelled to Brockton, MA recently to attend an International Parking Institute's seminar that included in-depth presentations on automated off-street and on-street parking space locator networks, pre-paid parking, and pay-by-phone mobile applications. He said the presentations and dialogue after provided insights the Authority can utilize in the future. In response to Mr. Jasinski's query, Mr. Boone stated that the local parking operators are using mobile apps with mixed results.

Mr. Boone stated that in addition to researching mobile applications, the staff began talks with Dornenburg, HPA's marketing firm; the Greater Hartford Arts Councils and XL Center about updating the web-site parking map. He said the XL Center expressed their conditional financial support of the improvements.

In closing, Ms. LeShane stated that she, the staff, and Mr. Nichols viewed ways the Authority can utilize the data in the parking citation information management system to analyze the marketplace and determine trends. She said quick access to the data enhance the Authority's ability in achieving its goals. She said that the staff and Republic will incorporate the data analysis with market research and report the findings.

Ms. LeShane polled the Commissioners for further comments, and hearing none, called for a motion and a motion was made by Mr. Lerman, seconded by Mr. Jasinski, passing unanimously.

VOTED: The Authority's October 2013 Marketing Committee report was accepted.
(Ayes – Lerman, Jasinski, LeShane)

4. Property Management Committee - *Please see the Property Management Report for details*

Ms. LeShane asked Mr. Boone to comment on the Hartford Stage's (Stage) planned improvements and Connecticut Parking Services (CPS) and the HPA's roles prior to proceeding with the report. Mr. Boone stated that Mike Stott, General Manager, Stage had abreast him of their plans for exterior improvements to their façade at which time he notified CPS. Mr. Kliman, Consultant, CPS stated that the Stage was probably implementing Phase II of their architectural enhancements; but, he did not know to what extent. Mr. Boone stated that Mr. Stott and he were scheduled to meet to discuss the plans in detail, Mr. Stott has agreed to meet with the Commissioners to respond to any questions they may have, no funding commitments have been made by the HPA nor CPS, and expectedly the MAT Garage aesthetic enhancements planned for the next construction season or thereafter will match the Hartford Stage's facade color scheme.

Mr. Boone stated that the Library parking facility LED lighting was installed which completes the restoration ahead of schedule at an expense of \$152,000, approximately \$40,000 below budget.

Mr. Boone stated that the HVAC project was placed on hold while DESMAN Associates verify the sizing specifications and evaluate the life-cycle expense projections for an electric heat pump and an efficient oil burning furnace. He said using natural gas was cost prohibited because a gas line will have to be constructed from the nearest intersection and piped to the parking facility for approximately \$80,000 in additional project expense in response to Mr. Lerman's query.

Mr. Boone stated that the staff is soliciting responses for potential savings on electricity by making lighting controls system improvements in both parking facilities. He said the findings will be reported to the PM Committee at the December 2013 meeting.

Mr. Boone reported that the PM Committee recommends the renewal of both of the Authority's on-call engineering contract agreements. Ms. LeShane noted that the item was not on the Agenda then called for a motion to add the item and a motion was made by Mr. Lerman, seconded by Mr. Jasinski, passing unanimously.

VOTED: The Commission opened the Agenda to add the item for action:
"Recommendation for Renewal of On-Call Engineering Agreements."
(Ayes – Lerman, Jasinski, LeShane)

Mr. Boone stated that at the November 2013 meeting the PM Committee determined that both Desman Associates and Fuss and O'Neill had met or exceeded their on-call engineer service contract requirements; it was in the Authority's best interest to renew both contracts for one (1) additional one (1) year term and recommends affirmation of both contracts by the Board.

Ms. LeShane polled the Commissioners for comments, and hearing none, called for a motion and a motion was made by Mr. Lerman, seconded by Mr. Jasinski, passing unanimously.

VOTED: The Authority's authorizes the CEO/Executive Director to execute the Authority's option in both the DESMAN Associates and Fuss and O'Neil's On-Call Engineer Services Contract Agreements to renew for one (1) additional one (1) year term.
(Ayes – Lerman, Jasinski, LeShane)

Mr. Boone stated that his preliminary talks with Wayne Benjamin, Executive Director, Economic Development to determine if there is a role the Authority can serve in managing the city owned commercial lots have proved favorable. The Commissioners directed Mr. Boone to prepare a separate report on the subject and update them accordingly.

Mr. Boone stated that Brian Yeakel, Property Manager, HPA has been working in collaboration with the City's Department of Public Works and City Planning on the Line Striping Project to identify the parking spaces (stalls) that will need to be painted thereafter. He said any regulatory inconsistencies will be noted to ensure the signage is consistent with the regulation that governs the street. He said a positive by-product of the project is the identification of potential streets where curbside parking can be introduced.

Mr. Jasinski stated that he and others observed the parking restriction stickers were affixed to the side of the Pay Station instead on the front and questioned if they could be moved? He also asked if the Pay Stations could be modified to limit the acceptance of payments when parking is allowed.

Mr. Redd stated that a limited number of Pay Stations have been modified; new chips programmed not to accept payments during restricted times are being ordered for the required inventory as the regulations are confirmed and the on-going modifications will be reported. He said they will review the front of the Pay Station to identify a new location for the sticker.

Mr. Boone stated that the City's Development Services is evaluating old traffic patterns to determine what streets the parking restriction can be removed because traffic flow has changed overtime citing the Antheneum Square Parking Zone as one potential example to extend length of stay for curbside parking.

Mr. Boone stated that the City Officials and the Commissioners contact information and procedures for alerting them has been documented in the Emergency Operation Plan though its completion has been slowed cause Mr. Yeakel has been focused on the Line Striping Project.

In closing, Mr. Boone stated that Mr. Redd and he met with the City's Police Chief Rovella and staff to assess on-street operations. He said the conversation covered a wide range of subjects culminating with the Chief's request for the Authority's assistance enforcing the most egregious public safety violations on Thursday and weekend nights.

For the Commissioners review and comment, Mr. Boone distributed his scope of the Chief's request which include Republic's proposal to employ a part-time Supervisor and two Ambassadors to work the 7PM to 3AM shift contemplated. He said the Supervisor job description will encompass defined off-street maintenance duties and the removal of street closure signage as required. He said that Attorney Varano conveyed that night time enforcement is within the Authority's charter and the bounds of the Republic agreement.

Mr. Boone stated that there is a perception the parking enforcement is not performed at night because it is by HPD and the Authority can support their effort which will be limited to the Central Business District, entertainment districts, and residential areas as required. He said he will speak with stakeholders (i.e., Business for Downtown Hartford and Business Improvement District) and community leadership to inform them of the extent of the Authority's parking enforcement operation. He recommended the Board take action on the HPD's request.

After a reviewed of the text and discussion at length, the Commissioners stated that they were in support of the recommendation and directed Mr. Boone to update the City's administration on the Chief's request, prepare a cost benefit analysis and budget for consideration, work with Attorney Varano to draft a Memorandum of Understanding (MOU) between the HPD and HPA for the Commissioners and City's approval if the talks progress , and present an updated report for action at a Special Meeting scheduled to include Mr. Breetz and Mr. Fowler or the December 2013 Regular Board Meeting.

Mr. Boone stated that Mr. Redd and he met with Councilwoman Jennings to address concerns about the proposed ordinance which were brought to a favorable end. He said that Attorney Varano, Mr. Redd and he attended the Public Hearing for the proposed ordinance which received broad support from the NRZs and four (4) speakers made favorable comments on the measure. He said, the following evening, they attended the Council's Public Works, Parks, and Environment Committee Hearing which will make a favorable recommendation to the Mayor and full Council on the proposed ordinance with three (3) amendments as follows:

- 1) Consultation with the residents of the NRZ for permit parking zone governance, policies and procedures
- 2) One visitor pass per household (details to be covered in the Regulations)
- 3) A fee waiver that may be applied for those in need who meet a government threshold (details to be covered in the Regulations)

Attorney Varano drafted and submitted the amendments to the proposed ordinance approved by the Council sub-Committee.

In response to Mr. Lerman query, Mr. Redd stated that the motorist privacy shall be secure because the data transmission for permit verification shall be governed by the US Govt. Driver's Protection Privacy Act and encrypted based on PCI compliance.

Ms. LeShane with the concurrence of the Commissioners summarized the topic stating that the program will provide residents with on-street parking where off-street parking is not readily available. She said the Authority will be an active participant in the creation of the NRZ parking permit zones, curbside parking and regulations that will require Board and City action.

Ms. LeShane polled the Commissioners for further comments, and hearing none, called for a motion and a motion was made by Mr. Lerman, seconded by Mr. Jasinski, passing unanimously.

VOTED: The Authority's October 2013 Property Management Committee Report was accepted. (Ayes – Jasinski, Lerman, LeShane)

5. Bylaws Committee – Mr. Jasinski stated that there was nothing to report.

6. Executive Director's Report Update – *Please see the Executive Director's Report for details* Mr. Boone stated that he and Mr. Redd have met numerous city and state officials, community leaders, and stakeholders over the past few weeks which will assist in the development of a parking system strategy that integrates the Authority's goals and their input for a win-win solution. Ms. LeShane added that she had received positive feedback on the new CEO.

Mr. Boone stated that the:

- Staff was actively working with the City's Development Services on the Hartford Busway (TIGER Grant), the Downtown North Project, and the Parking Study.
- Mayor's 1st Swipe Ceremony for the Courthouse Parking Zone went smoothly, An announcement in the Connecticut Law Tribune to enhance the public information campaign, and Republic started its Park on Us promotion.
- Representative from the Wadsworth Antheneum expressed an interest in having the length of stay extended on streets that border the museum; An analysis to qualify the request will be performed and the report will consider whether the increased time will motivate nearby employees to park on-street.
- Transfer of meter bagging to the Authority by the City's Department of Public Works (DPW) and HPD conversations have yield positive results. Additionally, DPW has asked for the Authority's support to install and remove signage. Attorney Varano will draft a MOU between DPW and HPA for the Commissioners and City's approval if the talks progress.
- City's Internal Audit completed the Church Street Garage audit with a favorable outcome and two minor recommendations. The on-street internal audit which will include a review of Hearing procedures and the adjudication process began. The staff met with the City's Corporation Counsel, Citation Hearing Office staff, and Hearing Officers to acquire feedback on the adjudication analysis administered by Republic and notify them of the internal audit.

- Authority and Connecticut Parking Services are soliciting an auditor from the three available to audit the MAT Garage. Two discrepancies were realized during a recent review of the agreement that will be resolved with the examine.
- Staff as directed by the Commissioners has engaged a risk manager to evaluate loss revenue exposure in case of an emergency though the City has indicated that the expense is not needed.

Mr. Boone stated that he will numerate the items on the report which will enable the Commissioners to expeditiously review the Executive Director's Report and identify the new and completed items on the Agenda in response to Ms. LeShane's comments.

In conclusion, Mr. Boone stated that he would entertain any further questions on the Executive Director's Report. There were none.

OPEN SESSION – PUBLIC COMMENT

No comment

EXECUTIVE SESSION - Personnel Matters and Litigation

Executive Session was not held.

ADJOURNMENT

Ms. LeShane called for a motion and a motion was made by Mr. Jasinski, seconded by Ms. Lerman, passing unanimously that -

VOTED: The November 21st, 2013 Regular Board Meeting ended at 7:26 P.M.
(Ayes – Jasinski, LeShane, Lerman).

Respectfully submitted,

Acting Secretary to the Board

Carey E. Redd, II, *CAPP*