

## WINCHESTER PARKING AUTHORITY

August 22, 2019

**MEMBERS PRESENT:** Dick Helm, Howard Manheimer, Mike Miller, William Armstrong & Ben Weber

**OTHERS PRESENT:** Corey MacKnight, Teresa Couch, Rob O'Malley, Patrick Elwell & Brian Brehm

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### I. CALL TO ORDER

Chairman Helm called the meeting to order at 7:30 am at which time it was determined that a quorum was present.

### II. REVIEW OF JUNE 2019 MEETING MINUTES

The minutes for June 2019 were submitted by Chairman Helm and, without objection, were unanimously approved.

### III. PARKING DIVISION MANAGER'S REPORT

MacKnight informed the Authority that WPA has had many ongoing issues with the paystation equipment installed in the garages. The 6800 paystation located in Braddock Autopark had a consistent problem with tickets and credit cards jamming up inside the machine. After troubleshooting the problem, WPA replaced the entire mag reader in the 6800 paystation and this has seemed to resolve the issue. In addition, circuit boards in the remaining autoparks had become problematic however; this was quickly repaired. MacKnight stated that WPA will remain active in working with Whitaker Parking Systems and New Beginnings Parking and Access Controls on diagnostics and obtaining additional spare parts for the parking equipment. MacKnight added that WPA maintenance staff has continued overall maintenance on all parking equipment and parking meters.

MacKnight reported that the parking meters located on Cameron St. between Piccadilly St. and North St. will be out of service for approximately 5 months due to construction for the North Cameron Drainage Project. MacKnight stated that WPA has worked with the City of Winchester Public Services Department to allow businesses and customers affected by the construction project, to utilize parking at Loudoun Autopark. The Public Services Department has absorbed all costs associated with parking relocation which included validation coupon orders and space rentals at Loudoun Autopark. To date, 27 spaces have been rented at Loudoun Autopark due to the construction project. Weber questioned if WPA could convince the displaced parkers to remain customers at Loudoun Autopark once the drainage project has been completed. MacKnight replied that it is possible that few of the displaced customers may decide to remain at the garage after project completion however, after completion the individuals and businesses themselves would have to resume the costs for space rentals or coupon purchases.

MacKnight informed the Authority that one of the meter enforcement officers will be absent from work for 8 to 12 weeks beginning September 19, 2019 due to surgery. Manheimer asked if another employee would be filling in for the absence. MacKnight replied that for now, the remaining enforcement officer would be the only employee scheduled on duty. MacKnight added that if it becomes necessary, WPA will utilize maintenance tech. employees for additional meter enforcement.

MacKnight provided the following statement:

“There was an article in The Winchester Star on August 10, 2019 about a local business closing, pointing out one of the reasons for leaving was due to the business owner paying \$21,000 in parking fines over the past 25 years. One of the citizen comments online stated that I personally, wrote this individual a parking ticket. This commenter stated he wanted to punch me in the face for doing this to him and that our enforcement officers get paid based on the amount of tickets they write. I just wanted to make a statement on this. I am not sworn in by the courts to write tickets nor have I ever met the person making the violent statements directed towards me. The issuance of parking violations job is strictly performed by our Parking Code Enforcement Officers. Our enforcement officers make an hourly wage and receive no incentive in return for how many tickets they issue. It is unfortunate we live in a social media based society where a violent comment directed towards one individual (myself) can be posted and left up for others to read and possibly act on based on false accusations and misinformation.”

Armstrong noted there was plenty of misinformation being circulated concerning parking by the public sector. Weber stated that the Parking Authority board meetings are open to the public. Helm noted that whenever possible, he does inform citizens and businesses that board meetings are open for public attendance. Helm stated that the Authority would not tolerate any threatening conduct put forth towards the WPA Parking Division Manager. Helm stated that the Authority's expectation would be that MacKnight is to resolve any types of violence or intent thereof directed towards either himself or other employees by whatever means he may feel is necessary. Weber asked where the threat occurred to which MacKnight replied it occurred on social media. Weber stated that all threats of this nature should be taken seriously and noted that WPA may want to contemplate increasing overall security measures and purchase additional security cameras. Miller noted that the person who expressed the threatening behavior has been known to be an advocate for free parking downtown. Helm added that this person is also known for expressing himself in this fashion. Manheimer noted that businesses have echoed that they want designated parking for themselves in front of their buildings and added this warrants further discussion by the Authority. Weber questioned how WPA would be able to accommodate this type of parking arrangement.

#### **IV. REVENUE / BUDGET REPORT FOR JUNE (Qtr.) & JULY 2019**

The grand revenue total for June 2019 was \$130,326, an increase of \$12,416 or 11% in comparison to June 2018. Total hourly revenue for June 2019 was \$37,477, an increase of \$704 or 2% in comparison to June 2018. Rent revenue for June 2019 was \$48,184, an increase of \$5,044 or 12% in comparison to June 2018. Total meters, fines and Parkmobile revenues for June 2019 was \$43,640, an increase of

\$5,943 or 16% in comparison to June 2018. Miscellaneous revenue for June 2019 was \$134 due to meter bag fees collected and GW Autopark gate arm restitution. Validation coupon revenue for June 2019 was \$891. Total hourly parking tickets for June 2019 was 14,387 displaying a decrease of 2,818 tickets in comparison to the previous month. At the end of June 2019, there were 1,110 spaces or 79% total utilization of spaces being rented at all four parking garages with a total of 302 spaces available for rent. Garage breakdown of available spaces for rent were as follows: Loudoun Autopark equaled 127 spaces, Braddock Autopark equaled 4 spaces, Court Square Autopark equaled 86 spaces and GW Autopark equaled 85 spaces. At the end of June 2019 the total revenue for FY 2019 was \$1,523,326 or 16% in comparison to the previous fiscal year. The total number of Parkmobile transactions for June 2019 totaled 3,066, an increase of 62 transactions from the previous month.

The total revenue for the fourth quarter of 2019 was \$426,999, an increase of \$53,729 or 14% in comparison to the fourth quarter of 2018. Total meter, fine and Parkmobile revenue for the fourth quarter of 2019 was \$122,112, an increase of \$27,426 or 29% in comparison to the fourth quarter of 2018. Total hourly revenue for the fourth quarter of 2019 was \$137,574, an increase of \$10,517 or 8% in comparison to the fourth quarter of 2018. Total rent revenue for the fourth quarter of 2019 was \$162,091, an increase of \$17,354 or 12% in comparison to the fourth quarter of 2018. Miscellaneous revenue for the fourth quarter of 2019 was \$656, an increase of \$131 or 25% in comparison to the fourth quarter of 2018. Total validation coupon revenue for the fourth quarter of 2019 was \$1,401, a decrease of \$199 or -12% in comparison to the fourth quarter of 2018. SABF reserved ticket sales revenue for the fourth quarter of 2019 was \$3,165, a decrease of \$1,500 or -32% in comparison to the fourth quarter of 2018.

The grand revenue total for July 2019 was \$150,114, an increase of \$18,417 or 14% in comparison to July 2018. Total hourly revenue for July 2019 was \$33,183, a decrease of \$989 or -3% in comparison to July 2018. Rent revenue for July 2019 was \$77,306, an increase of \$13,545 or 21% in comparison to July 2018. Total meters, fines and Parkmobile revenues for July 2019 was \$39,208, an increase of \$7,094 or 22% in comparison to July 2018. Miscellaneous revenue for July 2019 was \$242 due to meter bag fees collected and GW Autopark gate arm restitution. Validation coupon revenue for July 2019 was \$175. Total hourly parking tickets for July 2019 was 12,334 displaying a decrease of 2,053 tickets in comparison to the previous month. At the end of July 2019, there were 1,116 spaces or 79% total utilization of spaces being rented at all four parking garages with a total of 296 spaces available for rent. Garage breakdown of available spaces for rent were as follows: Loudoun Autopark equaled 123 spaces, Braddock Autopark equaled 3 spaces, Court Square Autopark equaled 82 spaces and GW Autopark equaled 88 spaces. At the end of July 2019 the total revenue for FY 2020 was \$150,114 or 14% in comparison to the previous fiscal year. The total number of Parkmobile transactions for July 2019 totaled 3,660, an increase of 594 transactions from the previous month.

Helm stated that revenues are on an upward trend due primarily to meter enforcement. Weber noted that the Parkmobile application is working well. Armstrong stated that WPA must promote Parkmobile as much as possible. Miller

noted that Parkmobile information is present on the city website. Miller informed the Authority that the names of the Winchester Parking Authority board members are not present on the city website. MacKnight stated he would notify the city of this and have it remedied. Helm observed that in the year to year summary, WPA had double digit increases over the last two years due in part to changes made with meter enforcement. Helm added that hourly revenues continue to hold strong. Weber stated that it was amazing how the location of Braddock Autopark alone has allowed for that garage to thrive. Helm stated that of the 1,400 spaces designated for rentals in the garages, 302 spaces are available for rent. Helm added that with the large number of spaces being rented at this time, a consultant would recommend that it would be time to construct another parking garage. Helm stated that WPA does not have the financial resources available for construction of an additional garage. Manheimer asked when the first full time meter enforcement officer began employment to which MacKnight replied that employment began one year ago. MacKnight noted that it is expected meter revenues will plateau over time.

Weber asked what the miscellaneous fees were collected for. MacKnight replied that the miscellaneous fees collected for this revenue report were from meter bag fees and broken gate arm restitution. Weber asked if gate arms were kept in stock. MacKnight replied yes however, when gate arms are broken sometimes it is just the pin inside the gate cabinet that requires repair. Manheimer asked if WPA attempts to collect lost revenue after a gate has been broken. MacKnight replied WPA does not and added that it would be too difficult to accurately calculate and collect the monetary amounts of suspected revenue loss when broken gates occur.

## **V. OLD BUSINESS**

There was no old business on the agenda for discussion.

## **VI. NEW BUSINESS**

### **1. Loudoun Autopark Membrane Liner Repair for Roof Level**

MacKnight reported to the Authority that the roof membrane liner at Loudoun Autopark is in need of repair. MacKnight noted that WPA contacted Commercial Waterproofing to inquire if this repair was covered under warranty and found that it was not. MacKnight informed the Authority that the cost of repairs would be approximately \$27,000 and WPA has attempted to contact other vendors for price comparisons but had not received any responses.

Manheimer asked where the funds for these types of repairs originate from. MacKnight replied that expenses for these repairs are allocated within the WPA budget. Armstrong asked if WPA had retained a revenue surplus, then is that revenue carried over into the next fiscal year. MacKnight replied that revenue surpluses are carried over and given designation into the next fiscal year budget. Helm noted that in the past, WPA has never held a revenue surplus and at times would need to ask the city for monetary assistance with capital improvements or maintenance projects. Helm stated that the Authority would need to analyze the WPA financial report and examine fund appropriations in reference to maintenance projects that are currently postponed for completion. Weber asked what the

estimated down time would be for repairs at Loudoun Autopark. MacKnight replied that only certain sections of the garage would need to be cautioned off therefore; it is not anticipated there would be a need for garage closures or interruptions. MacKnight assured the Authority that WPA would verify this before scheduling the repairs. Weber questioned if WPA should wait on the completion of the North Cameron Drainage Project before beginning the liner repairs at Loudoun Autopark since the drainage project is in close proximity to the garage. MacKnight stated that he would evaluate this situation before proceeding with scheduling repairs.

## **2. Autopark 72 Hour Parking Policy Ordinance**

MacKnight informed the Authority that Council had approved the submitted ordinance for the 72 hour parking policy applicable to transient customer parking inside of the garages. MacKnight noted that WPA has obtained the legal right of towing enforcement inside of the garages for transient vehicles that violate the 72 hour maximum parking policy ordinance. Weber asked if WPA had established a contract with a towing company for enforcement measures to which MacKnight replied it has not. MacKnight noted that the ordinance will act as a deterrent until WPA can establish a workable contract with a towing company. Helm noted that booting enforcement of transient vehicles may also be another available option for parking enforcement of the garages. Weber informed the Authority that Walmart Online retails vehicular boots should WPA decide to partake in this type of enforcement.

## **3. Express Parc Machine Removal at Braddock Autopark**

MacKnight informed the Authority that WPA has completely removed the Express Parc out of Braddock Autopark. MacKnight noted that the Express Parc was previously connected to the 7800 paystation at Braddock Autopark in order to provide another location for customers to pay their parking fees. MacKnight added that the manner in which the Express Parc was installed was problematic with settlements of credit card transactions therefore, it was disconnected. The machine was left in place and "out of order" signage was attached however, the public became confused and complained that the equipment should be available for use but is always out of service. MacKnight stated that the Express Parc was removed from the facility to alleviate public confusion, complaints about out of service equipment and for overall aesthetics. Weber asked if the Express Parc could be utilized at another garage location. MacKnight replied that the machine is operational however, WPA does not have a necessity for use of it. Weber questioned if the Express Parc could be installed on the pedestrian mall to be utilized as a remote payment location for customer convenience purposes. MacKnight replied that this probably could not be done due in part to internet connectivity issues.

## **VII. OTHER DISCUSSION ITEMS**

MacKnight asked the Authority if they would like to engage in discussion about the establishment and management of a street parking permit system. Manheimer stated that he believed the Authority has not been able to evaluate this issue extensively enough to engage in a discussion at this time. MacKnight noted that

many questions exist for how a parking permit system could be effectively managed. MacKnight added that the parking permits would require availability to the public as well as businesses and WPA would also be responsible for determining who would be eligible to receive permits. MacKnight noted that he believed a parking permit system would be difficult for WPA to effectively manage. Manheimer asked if the Parkmobile application zones for metered parking encompassed both sides of the streets to which MacKnight replied yes.

Armstrong asked if WPA had received any feedback on this issue from actual downtown business owners. MacKnight stated that WPA has received a small amount of feedback provided by the Downtown Manager in which businesses have expressed the sentiment that since they pay city taxes, businesses should not be required to pay for parking. Armstrong noted that he was aware of one business owner who has very limited parking options available to them and does not want to pay for their parking as well. Manheimer stated that should the Authority offer and manage a parking permit system, WPA should charge a premium price for it. Weber expressed concerns with the perception of elitism should the fee for a permit be offered at a premium cost. Helm noted that WPA would need to formulate the logistics as to whom would be eligible for a permit and the subsequent costs thereof. MacKnight reminded the Authority that the permit system would have to be made available to everyone.

Weber noted that should street parking be available via a permit, it would be realistic to assume that business owners would occupy the spaces thus preventing turnover rates for public parking. Weber added that the permit would become construed as a mindset of an entitled pass to an entitled space. Helm stated that the on street parking spaces would still remain as a time limited operation with WPA having to find a means to accept fees and or meter activation without the customer actually having to physically pay the meter itself. Manheimer stated that instead of creating a reliance on technology to develop a meter payment lease option, WPA could utilize parking stickers. Helm stated that the use of stickers alone would not allow for the ability to monitor the amount of time the metered space is being occupied for. Helm added that the primary issue is businesses want the ability to park in a metered space without paying at the meter and not be concerned with receiving a parking violation in the process.

Manheimer stated that according to a recent news article, it was noted that a variety of business operations are not well suited for downtown locations. Helm offered as an example of this, if a business requires a loading dock for their operations, then a location in a downtown district would not be reasonable. Helm added that businesses tend to adjust their operations according to available resources around them. Helm stated that while improvements could be made towards easier access to parking resources for downtown businesses, WPA should not change its parking structure or fees to accommodate this. Weber stated that speaking from prior experience, businesses usually adapt to their surrounding resources. Weber added that if examined, properly managed parking and street parking turnover rates are influential in the tax rates and improvements made to downtown. Weber noted that street parking is the main artery that maintains the city's vibrancy.

Helm asked MacKnight for the total number of metered spaces WPA currently manages to which MacKnight replied 580 metered spaces exist. Helm noted that WPA has over 1,400 total parking spaces in its garages and meter enforcement is working very well at management of street parking resulting in active turnover rates. Armstrong stated that Parkmobile is the solution to resolving this issue. Helm stated that WPA is technologically dependent with street parking management at this time and expressed that he was not in support of on street parking space rentals. Helm asked the Authority if it would like to discuss the development of a universal garage pass as an alternative solution.

Weber stated that this has been briefly discussed in the past and noted that WPA would need to develop a system where it could effectively manage the fluid number of daily parking spaces available with the number of universal garage passes issued. Helm stated the objective would be to offer an ease of use alternative for parking to customers in general. Helm asked the Authority if WPA should consider offering one access card to customers that would allow for access into all of its garages. Helm added that the incentive would be to encourage garage usage instead of on street parking. Weber stated that the all access garage pass would need to be offered at a premium rate. MacKnight stated that the universal pass would have to be issued with the understanding that if a garage is full to capacity upon entry, the customer would need to park at another garage location. Weber stated if the customer is not guaranteed space availability at the garage of their choosing at any given time, then there would be no convenience incentive in acquiring a universal pass. MacKnight stated that WPA would need to first and foremost, purchase the technology necessary that would support the management of a universal access pass system before moving forward. Weber noted that technology is crucial with assisting in the resolution of the current concerns being expressed at this time. Miller stated that he remembered the Authority having this discussion at a past meeting and the agreement was to revisit the idea of universal parking passes after all garages were converted to capacity operations. Miller questioned if enough time has passed since capacity operations were implemented for proper evaluation and added that in his opinion, there would not be a large enough demand for universal passes at a premium fee rate. MacKnight stated that WPA could attempt to offer a type of universal garage pass system if the Authority wanted it to do so but advised against it until WPA could access the technology required. MacKnight added that controlled management of monthly rental parking inside of garages is currently a challenge due to the ability of multiple vehicle access for entry and exiting with the use of one access card.

Weber asked if any further discussions have occurred with the city, etc. concerning WPA enforcement of residential parking around Handley High School. MacKnight replied that this has not been further mentioned. Manheimer noted that since capacity operations were implemented at GW Autopark, there has been an increase in pedestrian traffic at the garage exits. Manheimer questioned if WPA should place a sidewalk in front of the GW Autopark. MacKnight stated that WPA would need to inquire with the city to ask if codes would permit for this due to safety issues, etc.

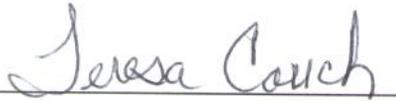
## VIII. ADJOURNMENT

Helm stated that the meeting scheduled for September 26, 2019 may be cancelled should the agenda list minimal items that require immediate attention. Helm noted that timely notification will be given accordingly should a meeting cancellation occur.

There being no further business, on motion duly made by Miller and seconded by Weber, the meeting was adjourned at 8:25 am. The next meeting of the Winchester Parking Authority is scheduled for Thursday September 26, 2019 at 7:30 a.m. in the Conference Room at the Winchester Parking Authority Main Office located in the George Washington Autopark.

Respectfully submitted,  
Teresa Couch  
Office Assistant

Minutes Approved:

A handwritten signature in cursive script that reads "Teresa Couch". The signature is written in black ink and is positioned above a horizontal line.