



Ted Zeller – Chairperson
Santo Napoli – Vice Chairperson
Daryl Hendricks – Secretary
Bina Patel – Treasurer
Yamilett Gomez - Member
John N. Morgan – Executive Director
Dan McCarthy, Davison McCarthy – APA Solicitor

ALLENTOWN PARKING AUTHORITY BOARD OF DIRECTORS MINUTES

A regular meeting of the Allentown Parking Authority Board of Directors was held at 12:00 p.m. on Wednesday, September 27, 2023, at the Offices of the Allentown Parking Authority, located at 603 W. Linden Street, Allentown, PA 18101.

The following attended:

Ted Zeller – Chairperson (arrived 12:50 pm)
Santo Napoli – Vice Chairperson
Daryl Hendricks – Secretary
Bina Patel – Treasurer (Absent)
Yamilett Gomez - Member
Dan McCarthy – APA Solicitor
John Morgan – Executive Director
Jon Haney – Deputy Director
Christina Dayton – Deputy Director (Absent)
Jill Fessler – Finance Manager
Jayme Adams – Minutes

Guests:

Jennifer Dalrymple (City Center)
Chris Gibbons (Concord Financial)
Daryl Peck (Concord Financial)
Kevin Martinez (Public Guest)
Jessica Ortiz (Public Guest)

CALL TO ORDER

Mr. Napoli called the meeting to order at 12:10 p.m.

COURTESY OF THE FLOOR

Mr. Napoli moves executive session to make time for Mr. Zeller to arrive who is running late.

Ms. Dalrymple says she has nothing at the time.

Mr. Martinez says that he would like to speak but does not speak English very well. Ms. Gomez translates for him. Mr. Martinez is here to represent the Latinos of Allentown and is with Cuban Press. He has 3 issues he would like to present. His first complaint is that enforcement does not respect the

handicap parking laws. He heard that handicap placards get an hour of free parking. Mr. Haney clarifies that state law allows them an extra hour once a paid meter expires and if it's a loading zone they get the allotted time plus an hour. Mr. Martinez has said that enforcement does not know when they park and that they can't time it. Mr. Morgan clarifies that everything is done electronically. As conversation around this issue continues and Mr. Martinez continues to state that enforcement is not respecting it, Mr. Haney inquires if Mr. Martinez has brought this issue to the attention of our customer service department. Mr. Martinez said he came yesterday, and it was resolved yesterday but states again that enforcement does not understand. Mr. Morgan says that he did the right thing. Mr. Martinez inquired about red meters and Mr. Haney clarifies that they are thirty-minute parking. Mr. Napoli would like to make sure that handicap training is included in our enforcement training process. Another issue Mr. Martinez would like to discuss is double parking on 7th Street. Mr. Martinez double parks to let his kids out and gets a ticket. Mr. Morgan says this absolutely should not happen. Mr. Napoli asks for a ticket violation number. Mr. Morgan asks for the ticket. Mr. Martinez says he received a letter but he does not have the letter with him. He said he paid a ticket of over \$100.00 about 3 months ago. Mr. Morgan would like his license plate. There is discussion around policy and the timeline of enforcement changes regarding his ticket. Mr. Martinez gives his plate number. Mr. Haney investigates the ticket. Mr. Martinez states that he is not given 90 seconds to let his kids out before receiving a double parking ticket. He says enforcement comes, takes the photo, and takes the ticket. He said there was not horn. Mr. Napoli goes over our recent double parking ticket history of just a few a month and is confused. Mr. Martinez asks if you can unload groceries in the 90 seconds allotted and Mr. Morgan responds that if your door is open and you are actively unloading you will not get a ticket but if your car is just illegally double parked it's impossible to know. Mr. Martinez has another complaint. The cars that park in the back of their homes block their sidewalk. The signs are not good. Mr. Hendricks says that signs or not if they are blocking the sidewalk, it is illegal. Mr. Martinez asks again about signage. Mr. Haney, Mr. Morgan, and Mr. Napoli clarify that notification needs to go to the streets department. We have a running list we give them weekly. The Allentown Parking Authority has no jurisdiction over signs. Mr. Martinez would like to give a little advice. He says enforcement should be more respectful when talking to the public. Mr. Hendricks would like Mr. Martinez to bring these issues to our attention in a timelier manner so we can address them instead of waiting so long.

APPROVAL OF THE AUGUST MINUTES

Mr. Napoli asked for approval of the August minutes. Mr. Hendricks made a motion to approve the minutes, Ms. Gomez seconded the motion. The Board voted and approved the August minutes.

ENFORCEMENT RESULTS

Mr. Haney goes over enforcement numbers.

Double parking on 7th street area of focus: 11 tickets issued in the month of August. 9 more than July, bringing our total to 650 issued this year.

Double parking on Hamilton Street area of focus: 7 tickets issued in the month of August. 1 more ticket was issued than the previous month bringing out total to 118 for the year.

There were 429 accounts of horn usage in AUGUST up from 50 the previous month.

We helped recover 1 stolen vehicle.

Dispatch received 1334 requests for enforcement, 160 came in on overnight shift continuing the trend of increasing parking issues occurring overnight.

AUGUST CUSTOMER APPEALS RESULTS

Ms. Haney fills in for Ms. Dayton and reviews appeal numbers.

August :
229 appeals
153 upheld
23 dismissed
53 reduced to warnings

Mr. Napoli asks if someone can make a second appeal and Mr. Morgan and Mr. Haney clarify that as long as it is a new ticket it can be appealed.

INITIAL RESULTS OF EMPLOYEE GATE ISSUES

Mr. Haney states that as per our chairman's request to have staff posted between 4:00 - 5:30 pm Monday – Friday, we have ensured that as well as taking the extra step of having someone in the mornings as well between 7:00 - 9:00 am.

ATC Deck logged 6,187 permit entries and exits. There were 24 total issues logged, 20 were human error and 4 were equipment error.

The Community Deck had 12,257 permit entries and exits. There were 51 total issues, 19 were human error and 32 were equipment error.

Overall, between the 2 decks there has been a total of 75 issues representing 4/100ths of 1% and puts our operating system at a 99.996% success rate.

Mr. Napoli inquires about how we handled the human errors and asks if they were instructed to reach out to customer service. Mr. Haney says that is correct and they were addressed as they popped up. Mr. Haney continued to explain that a common issue was a plate entered incorrectly or someone coming with a different vehicle and not understanding the license plate recognition system would not work in that instance. Mr. Napoli inquires about equipment error. Mr. Haney states there is a sun glare issue blinding plates at certain moments at Community. Mr. Haney adds FLASH has sent an update to help improve plate reads. Overall, Mr. Haney feels optimistic about the data we are finding and our ability to resolve these issues that arise. Mr. Napoli confirms that we are staffing ATC and Community and Mr. Haney confirms that is accurate.

Mr. Napoli inquires about jurors at Government Deck. Mr. Morgan states that whoever is taking over the jurors and helping them with parking and that the new system is working great. We are having no issues.

AUGUST FINANCE REPORT

Total revenue for the month of August was \$883,596 (21% below budget). YTD total revenue was \$8,166,141 (9% below budget). Operating revenue was \$850,393 (23% below budget). YTD operating revenue was \$7,960,457 (10% below budget). Enforcement revenue contributed \$552,475 (30% below budget) and Off-Street, Events, and Customer Service contributed \$297,917 (7% below budget). Non-operating revenue was \$33,203 (225% above budget).

Total operating expenses for the month of August were \$658,444 (12% below budget). YTD operating expenses were \$5,096,931 (15% below budget). For the month, personnel costs were \$464,526 (17%

below budget). Services and charges were \$181,616 (5% above budget), and materials and supplies were \$12,302 (30% below budget).

For the month of August, total revenue exceeded total expenses by \$225,152 (39% below budget). After transfers to capital, the City and the debt service fund, the general operating fund shows a net loss of \$239,262.

Overall, for the eight-month period ending August 2023, total revenue exceeded total expenses by \$3,069,210 (4% above budget). After transfers to the capital, the City and the debt service fund, the net loss for the period is \$73,380.

The total cost to date for the Maple Street Garage is \$24,899,884.

EXECUTIVE DIRECTOR'S REPORT

Mr. Morgan begins with updates on construction projects. The work at Spiral Deck is being completed by Friday and then next week Rich Young will go through. We have asked our striper who is working on ATC to give us a quote for Spiral as well. There is work to be done in Maple Street Deck where concrete was poured with a bad mix. They are coming Friday 10/6. A portion of the 1st level will be blocked off for one day for that work to be re-cemented. Painting at ATC will take approximately 2 weeks, some of which is weather permitting.

Mr. Napoli confirms that Maple Street has 1,113 spaces and asks if we have a number of available spaces. He goes on that he wants to express this to the development meeting he will be attending. Mr. Morgan says there are 734 currently in occupancy. Mr. Santo wants to relay there is ample parking to the developers.

Mr. Zeller arrives (12:50 pm) while Solicitor McCarthy gives a history lesson on parking in the central business district. For the past 50 years, there have been no laws requiring parking availability.

Mr. Napoli states that we are ready to move to Executive Session.

Mr. Zeller speaks with Jennifer Dalrymple regarding City Center's signs and their lack of acknowledgement of the Allentown Parking Authority who is spending more than City Center on Resources. Content will need to be cleared with the Allentown Parking Authority before they are posted in the future. We move to executive session.

EXECUTIVE SESSION

Coming out of executive session, Mr. Zeller notes that we discussed multiple real estate matters, future budgetary items, and an update on the 7th Street property. Mr. Zeller would like to make a motion for a resolution to empower John Morgan with solicitor's overview to finalize an RFP that would involve our D Lot and packaging that together with the neighboring property (the old police station) and entering into a contingent agreement of sale with the city to purchase that lot and assign and package it together as a development opportunity to replace our current parking and add additional public parking. The board votes and the motion is passed. Mr. Zeller would like to make a second motion to appoint a subcommittee board to review the RFP responses and make recommendations to this board for final approval and on that board he would like to appoint Cynthia Mota, Santo Napoli, Jennifer Gomez, Scott Unger, I (Mr. Zeller) would chair that board, and we would have an alternate, Rich Young, if someone on the board had a conflict for voting for an RFP. The board votes and the motion passes.

During executive session we were notified of a guest who arrived for the scheduled 1:30pm Courtesy of the Floor session. Once executive session ended (no motions being made today) we invited our guest back.

COURTESY OF THE FLOOR

Ms. Jessica Ortiz, a resident of the 500 block of Tilghman St., wants to have more clarity on the ordinances and feels that her neighborhood is being targeted. She is going to file a right to know. She initiates the phone calls on her block so she is aware of what is being called to dispatch. She mentions that she has a lot of businesses on her block and the fact that people are working 3-4 jobs and are being ticketed for being an inch over the line for the business 5 minute business parking zones. She also mentions additional struggles on her block as there are 2 chop shops and they park cars on the block as well as boarding houses. There is a discussion on the no parking signs. Ms. Ortiz's opinion is that some are necessary but that some are not. Ms. Gomez and Mr. Napoli speak about the Streets Department coming and doing a study regarding the necessity of the no parking spots. Mr. Zeller asks how we get the streets department to go review this and Mr. Haney states that we just submit a request and Ms. Ortiz will let them know what the neighborhood deems necessary and unnecessary for their needs. Ms. Ortiz brings up another point. Her concern is booting and how a lot of people can't afford tickets and would like a payment plan option outside of going to the magistrate. Mr. Zeller says that it is an ongoing discussion. Ms. Ortiz states that it is now a probation violation as any interaction with a law enforcement agency can be seen as such and can send people back to jail. Mr. Morgan asks, when they don't pay what are we supposed to do? Ms. Ortiz says that when they don't pay we should give a boot. There is ongoing discussion. Mr. Napoli discusses how he uses layaway plans in his shops and the challenges that came along with that. He believes there has to be a way for the Authority to serve residents and work with people and at the end a boot can still be there. Mr. Zeller mentions the challenges of the legality behind some of this and when we hire our community relations employee we would like them to work with our solicitor and come up with a solution. Mr. Morgan mentions that Reading Authority works in this capacity, and they are \$16 million in debt as a result. Mr. Napoli again says that he doesn't like that the payment plan is with the magistrate. Mr. Morgan states that we don't have the teeth to operate in this capacity. Ms. Ortiz speaks to the burden on the elderly on social security parking tickets may have as well as the failures of the U.S. Postal Service system. She states they received a boot letter 5 days after they got a boot. Ms. Ortiz continues, if the letter says the ticket is due by the 27th, she shouldn't get a boot on the 27th. Mr. Zeller agrees and says if it's 30 days the boot should go on the 35th day. Mr. Zeller and Ms. Ortiz ask what the difference of moving the boot from 1 day to 5 days. Mr. Napoli says that he emailed asking for it to be 45 days. Mr. Morgan and Mr. Haney discuss the time limit on enforcement, and Mr. Zeller pushes back saying enforcement should not be so strict and should offer more flexibility. Mr. Haney states that after 60 days the ticket is not enforceable, it's gone. Mr. Morgan states that people are only booted weeks after they have not paid a ticket in a certain amount of time. Mr. Napoli says to Ms. Ortiz that he feels one of our challenges is the transiency in this city. Mr. Zeller feels it is rigid to boot vehicles for not paying tickets on the day they are eligible for booting. Solicitor McCarthy suggests sitting down and having a detailed round table discussion on enforcement, collection, ordinances, etc. Mr. Morgan agrees. Ms. Ortiz thanks everyone.

This meeting was adjourned at 2:29 p.m.

The next Board Meeting will be held on October 25th, 2023
at The Offices of the Allentown Parking Authority, 603 W. Linden Street