

READING PARKING AUTHORITY

Minutes of Reading Parking Authority Board Meeting – December 16, 2019

Executive Session. The Reading Parking Authority (“Authority”) Board of Directors met in executive session prior to the start of the regular board meeting to discuss a personnel matter.

1) **Meeting Called to Order.**

The regular meeting of the Authority’s Board of Directors was called to order at 5:55 p.m. It was held in the Third Floor Conference Room, Reading City Hall, 815 Washington Street, Reading, PA 19601.

Individuals Present.

RPA Board Members:

Linda Burns-Glover, Chairperson

Lawrence Miller, Vice-Chairperson

Misael Marmolejos, Treasurer

Bill Murray, Secretary

Others Present: Lieutenant Nathan L. Matz, RPA Executive Director; Michael McGrath, RPA Finance Manager; Cynthia Sanzo, RPA Accounting Supervisor, Kristen Stubblebine, RPA Office Manager and Mahlon J. Boyer, Esquire, General Solicitor.

Members of Public: Jeremy Long, Reading Eagle; Mark Vergenes, Mirus Consultants; Evelyn Morrison, Daniel Giandomenico, and Reba Mohn.

2) **Pledge of Allegiance.**

3) **Moment of Silence.**

4) **Public Comment.**

Mr. Daniel Giandomenico addressed the Board. He has been an employee of the Authority for 20 years. He is upset that young and old employees are put together to do certain tasks, which he feels should be separate. The Authority is not looking at the condition and age of its employees. Mr. Murray noted that the Board did not want to allow the parking attendant employees to be laid off after the installation of the new gates. The Board wanted management

to keep the employees. Mr. Murray requested that the Authority management resolve any issues with the Union and the Authority employees.

Ms. Evelyn Morrison addressed the Board. Her vehicle damage claim has been pending for two months without resolution. Ms. Morrison noted a Right-to-Know request for the contract with Matos Towing. Mr. Boyer confirmed that the contract would be with the City not the Authority because it is a City contract. Mr. Murray found that Matos Towing not cooperating with Ms. Morrison is unacceptable. He suggested that Ms. Morrison contact the City Clerk to obtain the Matos Towing insurance information. He also confirmed that there is no contract existing between the Authority and Matos Towing.

5) Approval of Meeting Minutes from November 20, 2019.

Mr. Marmolejos made a motion to approve the November 20, 2019 Board Meeting Minutes. Second by Mrs. Linda Burns-Glover. Motion passed unanimously.

6) Approval of Accounts Payable.

Mrs. Linda Burns-Glover made a motion to approve the Authority accounts payable invoices for November 2019 via the Authority's general fund in the total amount of \$214,155.57. Second by Mr. Marmolejos. Motion passed unanimously.

7) General Solicitor Report.

A. Redevelopment Authority Lease Agreement.

Mr. Boyer presented a proposed Lease Agreement with the Reading Redevelopment Authority for the continued lease of the Redevelopment Authority's properties by the Reading Parking Authority. The Lease Agreement calls for a thirty year term and a right of first refusal that would permit the Parking Authority to purchase any of the leased properties from the Redevelopment Authority before the sale of the properties to anyone else. Motion by Mr. Marmolejos to approve the Lease Agreement. Second by Mrs. Linda Burns-Glover. Motion passed unanimously.

B. Employment Agreement.

Mr. Marmolejos spoke in regard to the retention of Lieutenant Matz as the Authority's Executive Director. He said that Lieutenant Matz is the one that the Board wants for the position. Lieutenant Matz will make sure that the Authority keeps moving forward. Mr. Marmolejos greatly appreciates what Lieutenant Matz is doing at the Authority.

Mrs. Linda Burns-Glover noted her appreciation for the work of Lieutenant Matz. For a long time, the Authority had been drowning, but Lieutenant Matz has taken time to turn things around and it is greatly appreciated.

Mr. Miller said that the Board is making a good choice in hiring Lieutenant Matz. He is sure that Lieutenant Matz will do a good job. Mr. Miller noted that Lieutenant Matz is willing to take the position even with the potential financial consequences in moving from his current position at the Reading Police Department to the Authority. Mr. Miller appreciated that Lieutenant Matz is showing confidence going forward and in taking a plunge with a new position like this.

Mr. Murray read a statement. He said immediate improvement was observed at the Authority when Lieutenant Matz took command of the Authority's day-to-day operations. Among the accomplishments of Lieutenant Matz is the successful renegotiation of several key customers agreements, including the Reading Royals. Lieutenant Matz uncovered billing errors of over \$1,000,000.00 to the City. He has improved the Authority staff's morale considerably and he successfully negotiated a new contract for them. Lieutenant Matz renovated the Authority office providing a much cleaner, more productive, friendly place to work. He oversaw the completion of the gate installation. He opened lines of communication with the Doubletree. He hired and reorganized the office personnel to resolve the previous unresolved administrative issues. He helped secure the absolutely necessary loan to provide all of the needed structural, safety and security issues that exist from the lack of any maintenance and repairs for over twenty years to the Authority garages. Lieutenant Matz has performed admirably, professionally and above reproach as the Board requested. Lieutenant Matz has proven his capabilities and his knowledge of leadership. His customer service skills are proven. His training, his education and his experience are unparalleled.

Mr. Murray said that the hiring of Lieutenant Matz will keep the current Authority structure in place, which is good for the incoming and outgoing Mayor. The Authority has invested time and finances in training Lieutenant Matz as executive director of the Authority. Mr. Murray noted that it was a good opportunity to see the work of Lieutenant Matz during his assignment as a police officer before deciding to hire him.

Mr. Matz noted a thank you to the Board and that he will try to do his best moving forward.

Mr. Marmolejos made a motion to approve an Employment Agreement with Lieutenant Matz. Second by Mr. Miller. Motion passed unanimously.

C. Union Contract.

A Resolution was presented to the Board recommending the approval of the 2019-2021 Reading Parking Authority / AFSCME District Council 88 Local 2763 Collective Bargaining Agreement and authorizing the appropriate officers of the Authority to execute the Agreement subject to final review by the authority administration and labor solicitor. Mr. Miller made a motion to adopt the resolution. Second by Mrs. Linda Burns-Glover. Motion passed unanimously. Mr. Murray noted that Lieutenant Matz did a good job in resolving the Union contract issue, which had been pending for over one year.

8) Labor Solicitor Report.

No report.

9) Executive Director Report.

A. HUB update – Mark Vergenes.

Mark Vergenes addressed the Board. The PARIS integration needs to be completed. It provides a connection of information with the JMS Software. There will be on-going training with the JMS Software. James Frank, RPA Facilities Manager is getting proficient with the software. Spot Hero is moving forward. It will permit online reservations. Lieutenant Matz noted it was necessary to confirm the installation of the gates and the clearing of any issues before adding new software. The event software is now operational and the Authority can move beyond manual input. Lieutenant Matz wants a no-cash system for event parking with a goal to implement that system in January 2020.

Mr. Vergenes said the purchase of uniforms for the in-office staff is moving forward. This will provide a more professional appearance. Aramark, a current and local vendor, and the one used by the City, will provide the uniforms.

Mr. Murray noted the prior issues with the gate communications, which have resolved. He asked Mr. Vergenes to provide an update on possible 5G / wireless communications. Mr. Vergenes said he would look into this and report back on it at the next meeting.

B. Residential Garage Proposal.

Lieutenant Matz provided an update and status regarding residential parking at the RPA facilities. Last month, a motion was passed to permit residential parking at RPA facilities at an amount not to exceed \$39.00 per month. However, an amendment is needed for the 300 Cherry lot, which should be \$70.00 per month for residential parking. Mr. Murray made a motion to allow the Authority to charge \$70.00 per month for residential parking only at the 300 Cherry lot with the not to exceed amount of \$39.00 per month to remain in place for all other residential parking. Second by Mr. Marmolejos. Motion passed unanimously.

Mr. Murray suggested that the residential parking should be advertised to let people know it is available. It is beneficial. Removing 500 vehicles from the street will free 500 spaces. Mr. Marmolejos agreed and said the available residential parking should be advertised. Lieutenant Matz confirmed that the information is provided on the TV at the Authority office, on its Facebook page and on the website. Mrs. Linda Burns-Glover asked if an individual can park multiple vehicles in a garage. Lieutenant Matz said that one permit is issued for each vehicle but someone can purchase multiple permits. He confirmed that boats and recreational vehicles will not be permitted. Work on vehicles in the garages is not allowed. One seeking a monthly permit will have to be the registered owner of the vehicle and the vehicle itself will need to be in good working order. Mrs. Linda-Burns Glover asked if residents will be given

rules for parking and Lieutenant Matz confirmed that a residential parking permit holder will be given the rules when they sign the agreement for a monthly permit.

C. 2020 Budget. Mr. Murray said that the review and approval of the 2020 budget would be tabled but he confirmed that a budget would be approved before the end of the year.

10) Finance Manager Report.

A. November Financials.

Mr. McGrath addressed the Board. Year-to-date, revenue was favorable to budget by \$144,309 as of November 2019. This was driven by higher violation revenue. Parking revenue was down slightly due to the installation of the new gates, which will level out with the new software.

Lieutenant Matz asked Mr. McGrath if the increased income for violations was driven by the recent actions of Kelly Ryan in seeking to collect past unpaid violations. Mr. McGrath confirmed that the violation income was driven by Kelly Ryan's collection efforts and not due to increased enforcement by PEO's.

Year-to-date, expenses were favorable to budget in the amount of \$295,751. Mr. McGrath noted that the Authority will pay the balance owed for the City meter lease in December. He also noted that the Authority's cost for temp services is going to decrease.

B. PARIS

Cynthia Sanzo addressed the Board in regard to the PARIS Software. She noted that the Authority is working to confirm information and to make sure it is correct and in line with the monthly permit contracts. The Authority is working to streamline the process with customers. She noted that the Authority is able to determine who is parking and where. Mr. McGrath said that there are over 6,000 monthly permits that are registered and accounted for.

The Authority is hoping to have online payments available in January 2020. Mr. Murray asked how the City is being billed for its parking. Lieutenant Matz confirmed that the Authority sent a year end invoice to the City. The Authority is invoicing the City rather than the City paying the Authority at the City's discretion.

11) Office Manager Report.

Kristen Stubblebine addressed the Board. There is continued staff training. There is software and formal training being provided on parking laws. There is also general professional development that is being taught. There is a push towards the enhancement of customer service. Attention is being paid to the timing of and reduction of customer lines. There is greater management of incoming calls. Tasks are being distributed to maximize the use of staff time. There is an attempt to decrease the response time to customers.

Mr. Marmolejos asked the number of calls that are made to the Authority on a daily basis. Ms. Stubblebine did not know but said she could find out. Mr. Marmolejos noted that the City has three people dedicated to incoming calls. He noted the need for a good call response.

Mr. Murray commented that the environment at the Authority is night and day compared to its past. It is a calmer environment and cleaner. There is more sensitivity to customer service. Mr. Murray asked if there is kiosk payment that is available to customers like a self-checkout. Lieutenant Matz noted that the Authority has such a kiosk. Mr. Murray said that the Authority should make sure the public knows it is available.

12) Maintenance Supervisor Report.

Lieutenant Matz noted that the Authority will be shutting down certain of the top decks of the garages for snow. This will help reduce expenses and liability.

13) Board Member Reports.

Mrs. Linda Burns-Glover said that she was at the Authority office about one week ago. She was amazed at the professionalism and cleanliness. She is very proud of Lieutenant Matz and the work he has done.

Mr. Marmolejos indicated a thank you to everyone at the Authority. They faced a large challenge but are getting the work done.

Mr. Miller made a request for an itemization of the noted professional fees for the Authority. Lieutenant Matz noted that the professional fees are based on multiple vendors. Mr. Miller also noted that there is a structure in place at the Authority with much improvement.

Mr. Murray said that there have been dramatic changes at the Authority. He said that a fifth member of the Board is needed and would be helpful. He said that the Authority has come a long way in two years. It was a great decision to hire Lieutenant Matz as the Executive Director. He hopes that Lieutenant Matz is a long term employee of the Authority.

14) Old Business.

Mr. Murray noted that the by-laws of the Authority need to be updated. There should be a committee assigned to do that.

15) New Business.

Mr. Marmolejos made a motion to approve the meeting dates for 2020. The Authority Board will meet on the fourth Wednesday of each month. Mr. Miller seconded the motion. The motion passed unanimously.

16) Next Board Meeting.

The next meeting of the Authority's Board of Directors is scheduled for Wednesday, January 22, 2020, at 5:30 p.m. in the Penn Room at City Hall, 815 Washington Street, Reading, PA 19601. Executive session is scheduled prior to the meeting at 4:30 p.m.

17) Adjourn.

Motion by Mr. Marmolejos to adjourn the meeting at 7:13 p.m. Seconded by Mr. Miller. Motion passed unanimously.