

**PRESENTATION OF
PARKING STRATEGIC
PLAN
RECOMMENDATIONS**
Public Forum #2

September 8, 2016
City Council Chambers
7:00PM



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AGENDA



1. Overview of City Parking System
2. Why Manage Public Parking?
3. Parking Fund Overview & Fiscal Condition
4. Strategic Planning Process & Schedule
5. What Customers Want (Public Input)
6. Key Findings
7. Recommendations
8. Pro Forma
9. Schedule for Review / Recommendations to City Council

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1. OVERVIEW OF CITY PARKING SYSTEM

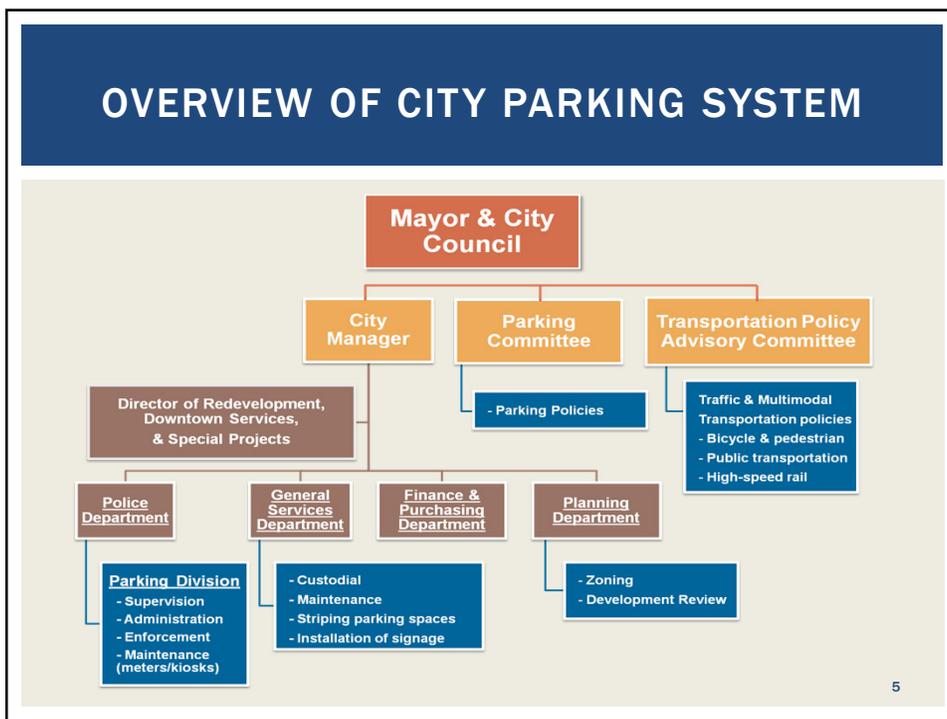


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OVERVIEW OF CITY PARKING SYSTEM

- \$2.2 +/- million operation annually
- 3,781 +/- public parking spaces in study area (lots, garages, on-street)
- 3 parking garages (425,000SF / 9.75 acres) 1,235 spaces
- 9 surface lots (2.3 acres, 203 +/- spaces)
- 2,363 regulated on-street spaces in Downtown Central Business District (770 +/- metered)
 - Excludes Penacook & McKee Square
- 6.6 Full Time Equivalent (“FTE”) Employees (Reduced FY2015)

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2. WHY MANAGE PUBLIC PARKING?

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WHY MANAGE PUBLIC PARKING?

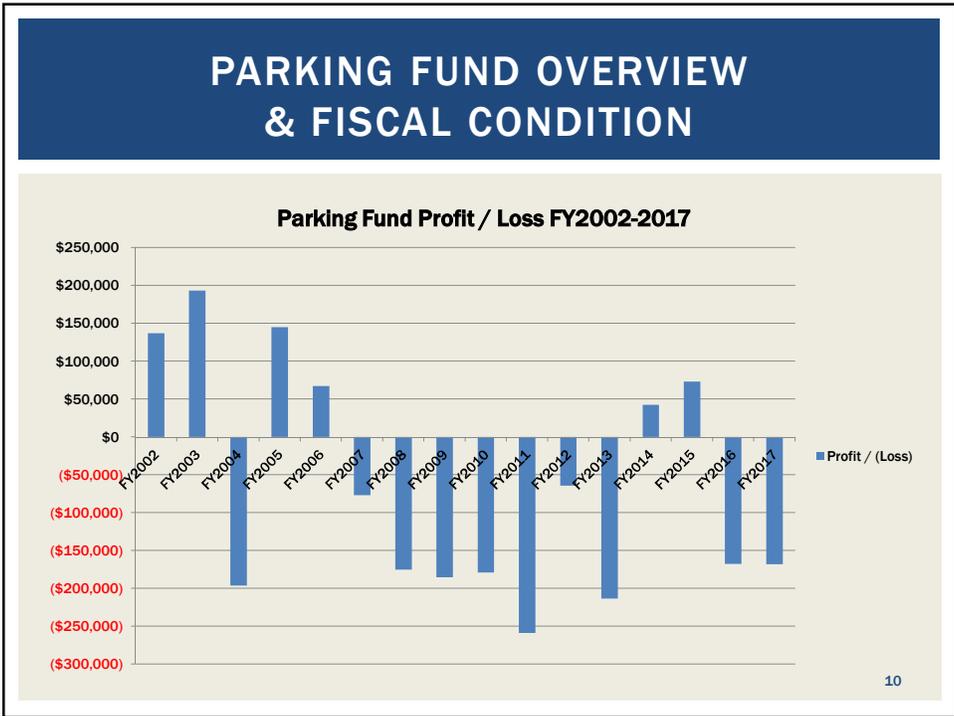
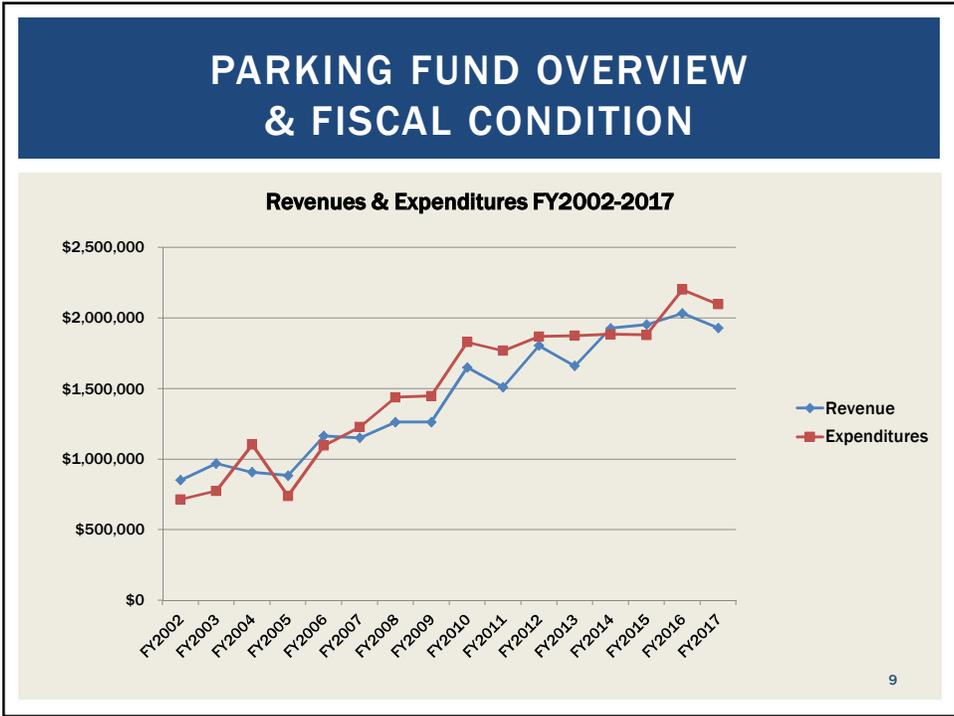
- **Finite public resource with competing interests**
 - “Tragedy of the Commons”
- **Economic vitality**
- **Revenue**
 - User Fee to reduce cost to Taxpayers (a.k.a. General Fund)
- **Pedestrian & vehicular safety**

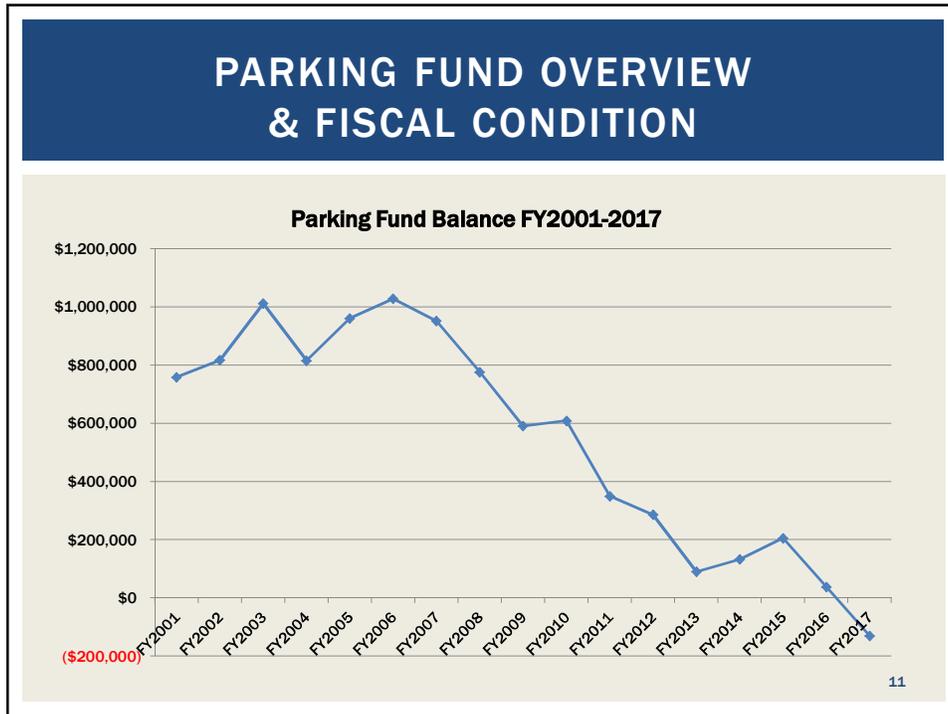
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3. PARKING FUND OVERVIEW & FISCAL CONDITION



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- ### PARKING FUND OVERVIEW & FISCAL CONDITION
- Fractured management & “lack of a champion”
 - Lack of data when creating policy
 - Lack of capital planning & deferred maintenance
 - Discounted long-term leases to support economic development projects
 - General Fund subsidies
 - Cost of doing business & lack of routine rate adjustments
- 12

4. STRATEGIC PARKING PLANNING PROCESS



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STRATEGIC PLANNING PROCESS

■ 435 Acre / 0.66 Sq. Mile Study Area



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STRATEGIC PLANNING PROCESS

- August 2013: Parking Division reorganized
- December 2013: Report to City Council mounting fiscal issues
- June 9, 2014: \$115,000 appropriated
 - Economic Development Reserve Fund
- June 23, 2014: Nelson Nygaard / Desman Associates engaged
- October 6, 2014: Community Forum #1
- October – November 2014
 - Community Survey (580+ responses)
 - Stakeholder Forums (10 focus groups)
- January 28, 2015: Community Forum #2 / preliminary findings & recommendations
- March 16, 2015: Preliminary recommendations presented to Parking Committee

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STRATEGIC PLANNING PROCESS

- April 2015 – November 2015
 - Capital Improvement Program (CIP)
 - Nelson Nygaard pro forma
 - City Staff pro forma
- November 9, 2015: CIP completed
- December 2015: Draft pro forma completed (City Staff)
- January 25, 2016: Pro forma & recommendations to City Manager
- March 24, 2016: Recommendations finalized
- May 6, 2016: FY2017 Budget released
- June 6, 2016: FY2017 Budget adopted
- June 27, 2016: Parking Strategic Plan recommendations released, Parking Committee commences review process

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5. PUBLIC INPUT & WHAT CUSTOMERS WANT



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PUBLIC INPUT & WHAT CUSTOMERS WANT

Downtown Concord Parking PUBLIC OPEN HOUSE

Is there enough parking in Downtown?



How would you improve the parking signage?



Are there better ways to manage parking?



**Come and Share Your Input!
Monday, Oct 6th, 2014**

Time: 5:00PM - 8:00PM **Location:** Capital Center For the Arts
44 S Main St



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This is an Open House... drop in for as little or as long as you'd like!
Questions? Please Call: Matthew R. Walsh, Email: mwalsh@concordnh.gov (603) 225-8570
For more information, please visit: www.concordnh.gov or www.facebook.com/concordnhparking

PUBLIC INPUT & WHAT CUSTOMERS WANT

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- **October 6, 2014
Open House**
- **Stakeholder
Interviews (10)**
- **Survey (584
Responses)**
- **January 28, 2015
Preliminary Findings**

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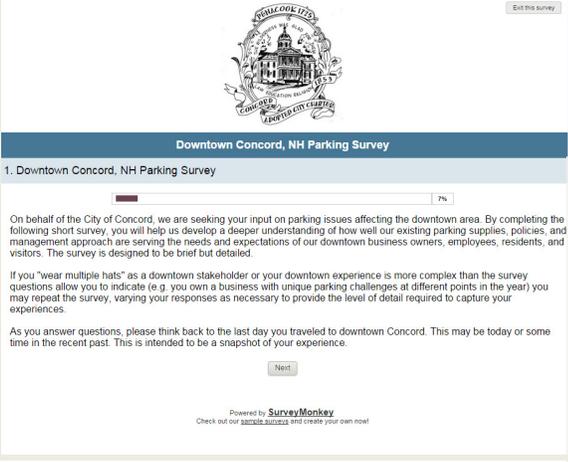
PUBLIC INPUT & WHAT CUSTOMERS WANT

- **10 Stakeholder Focus Groups**
 1. Downtown merchant / community organizations
 2. Policy makers (City Council & Parking Committee)
 3. City Parking Division staff
 4. General Services Department staff
 5. Landlords & developers
 6. Key institutions (State of NH, UNH Law, Capitol Center for Arts, Red River Theatres, Music School)
 7. Business owners
 8. Downtown residents
 9. Downtown employees
 10. City Administration

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PUBLIC INPUT & WHAT CUSTOMERS WANT

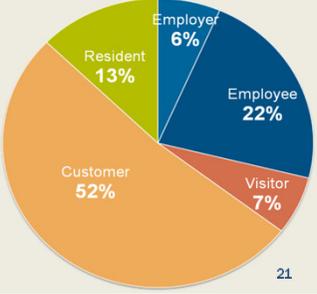
ONLINE SURVEY:
<https://www.surveymonkey.com/s/concordparking>



Powered by **SurveyMonkey**
Check out our [sample surveys](#) and create your own now!

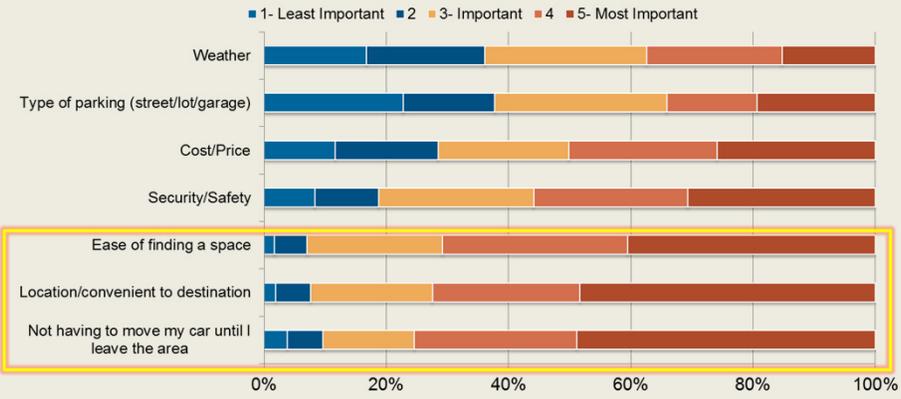
- 584 Responses
- October 6 – November 30, 2014

Respondents by User Group



PUBLIC INPUT & WHAT CUSTOMERS WANT

■ 1- Least Important
 ■ 2
 ■ 3- Important
 ■ 4
 ■ 5- Most Important



Factor	1- Least Important	2	3- Important	4	5- Most Important
Weather	~18%	~12%	~25%	~20%	~25%
Type of parking (street/lot/garage)	~25%	~15%	~20%	~20%	~20%
Cost/Price	~15%	~15%	~20%	~25%	~25%
Security/Safety	~15%	~15%	~20%	~25%	~25%
Ease of finding a space	~5%	~10%	~25%	~35%	~25%
Location/convenient to destination	~5%	~10%	~25%	~35%	~25%
Not having to move my car until I leave the area	~5%	~10%	~25%	~35%	~25%

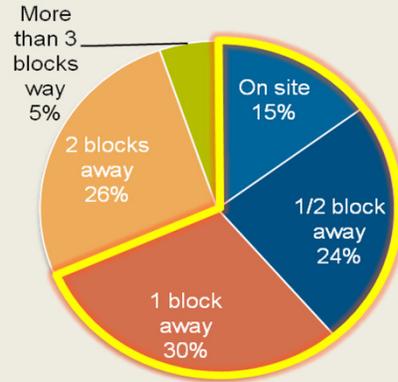
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PUBLIC INPUT & WHAT CUSTOMERS WANT (EMPLOYEES)

Employees: During your last visit, where did you park?



Employees: Approximately how far away from your destination did you park?



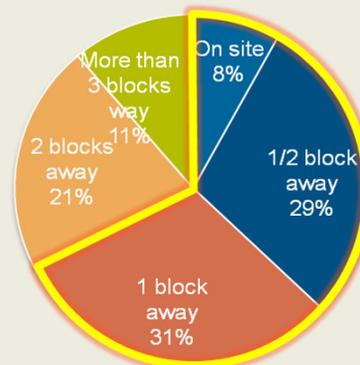
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PUBLIC INPUT & WHAT CUSTOMERS WANT (VISITORS)

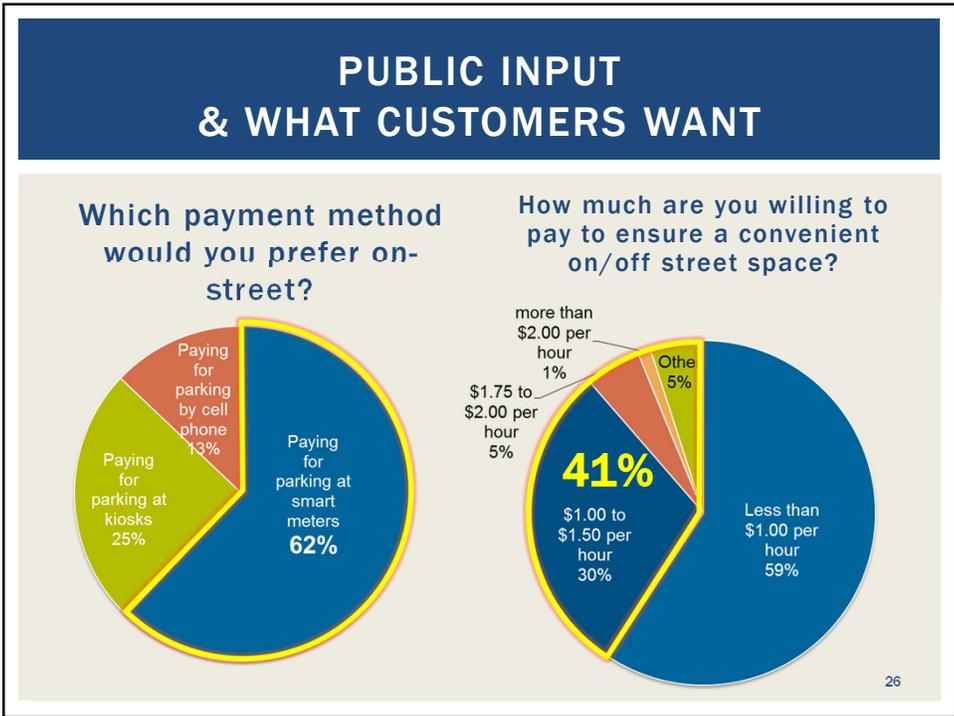
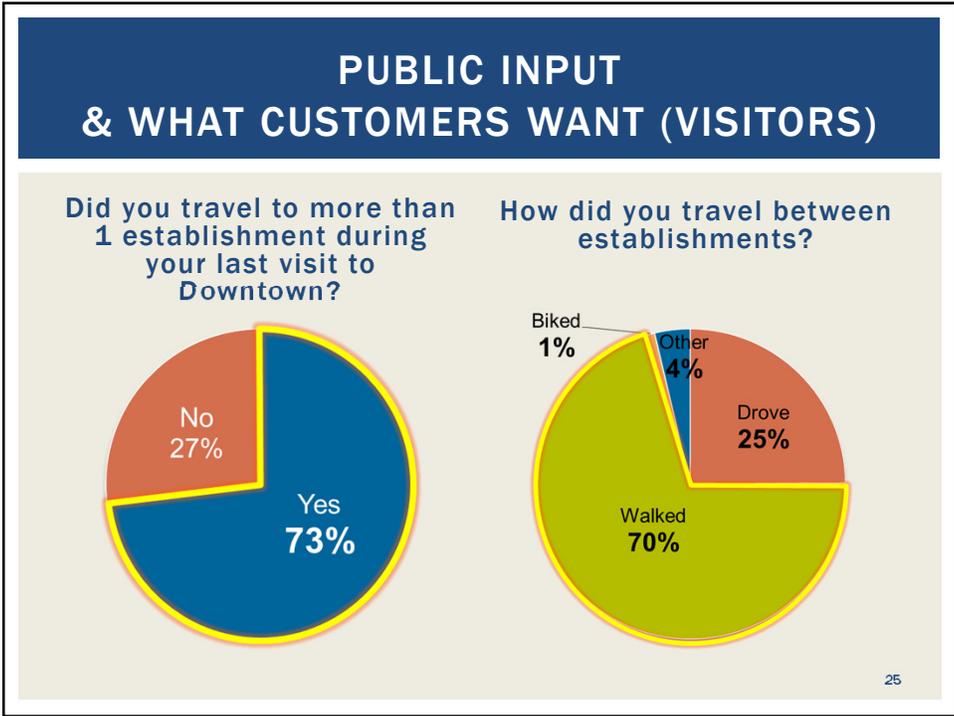
Visitors: During your last visit, where did you park?

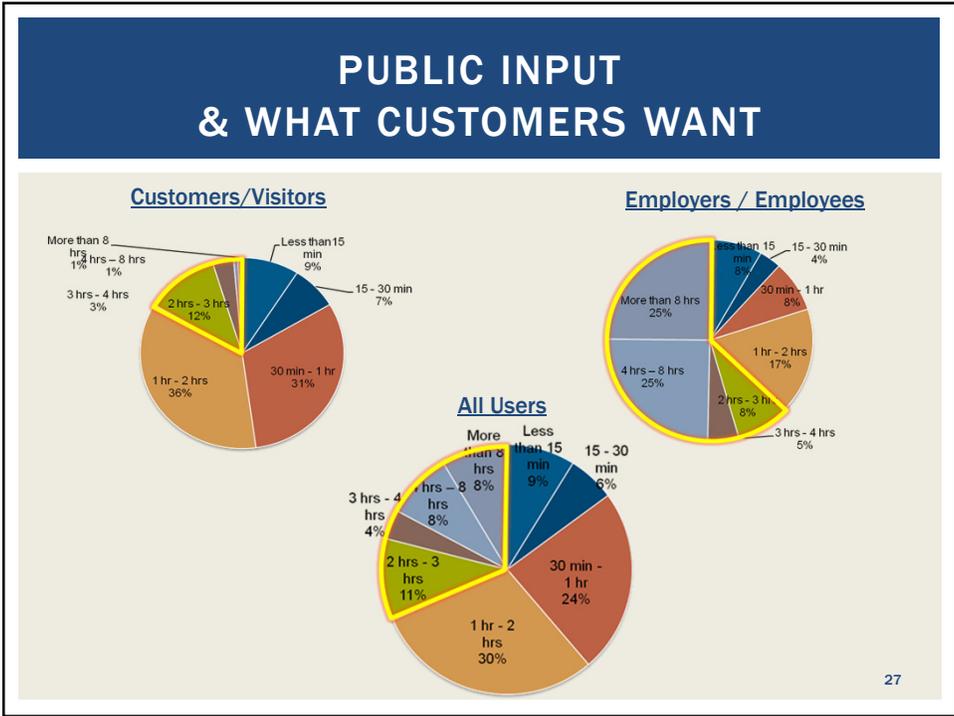


Visitors: Approximately how far away from your destination did you park?



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PUBLIC INPUT & WHAT CUSTOMERS WANT

- Park once!
- Time limits are a bigger deterrent than pricing
- Perception of low parking availability
- No clear information or signing
- Willing to pay to get a guaranteed space
- Want improved payment options & technology

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6. KEY FINDINGS



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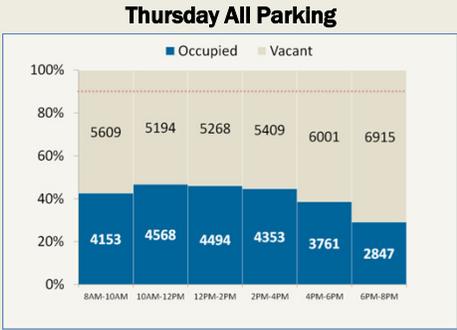
FINDING: NOT A SUPPLY PROBLEM; IT IS AN ACCESS PROBLEM!!!

- 435 Acre / 0.66 sq. mile study area
- 9,917 +/- parking spaces (public & private)
- Predominantly low utilization!
- Challenges
 - Exclusive use arrangements
 - One car / space mindset

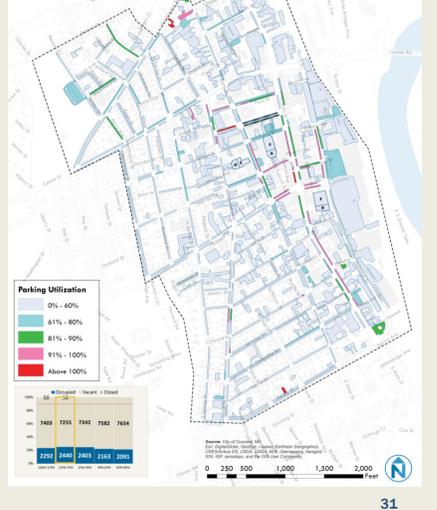


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FINDING: NOT A SUPPLY PROBLEM; IT IS AN ACCESS PROBLEM!

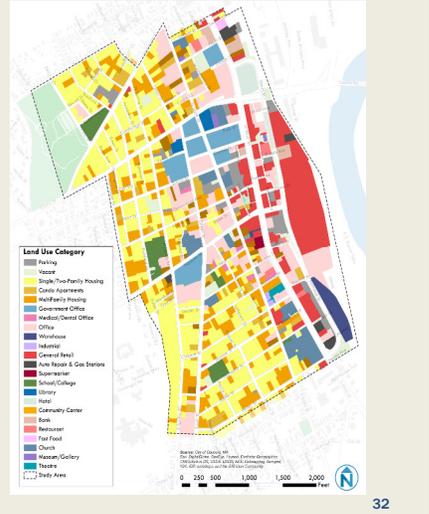


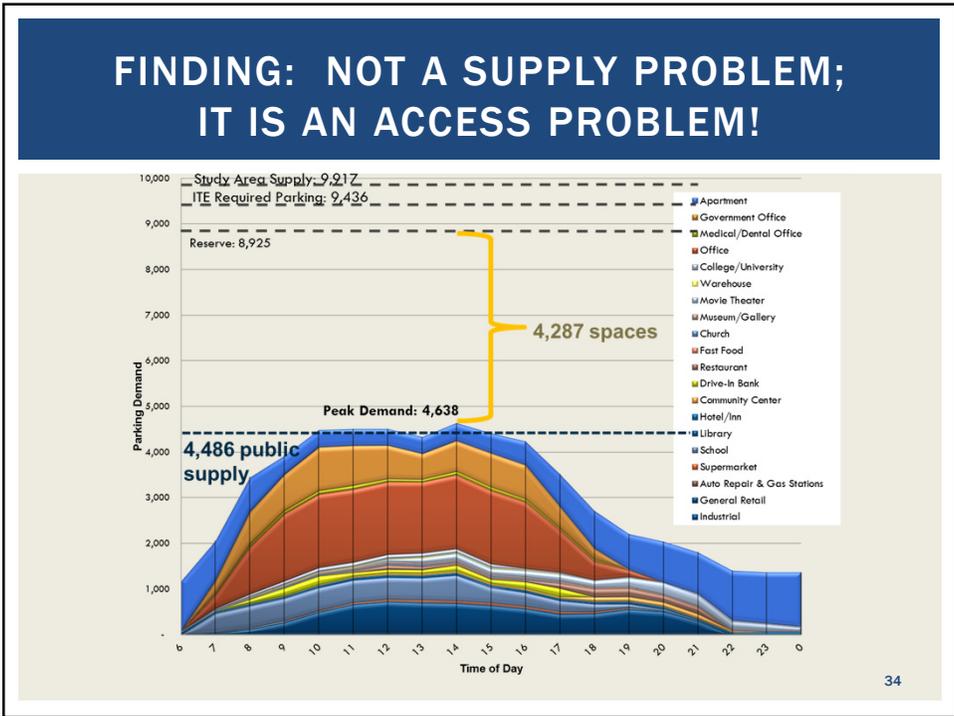
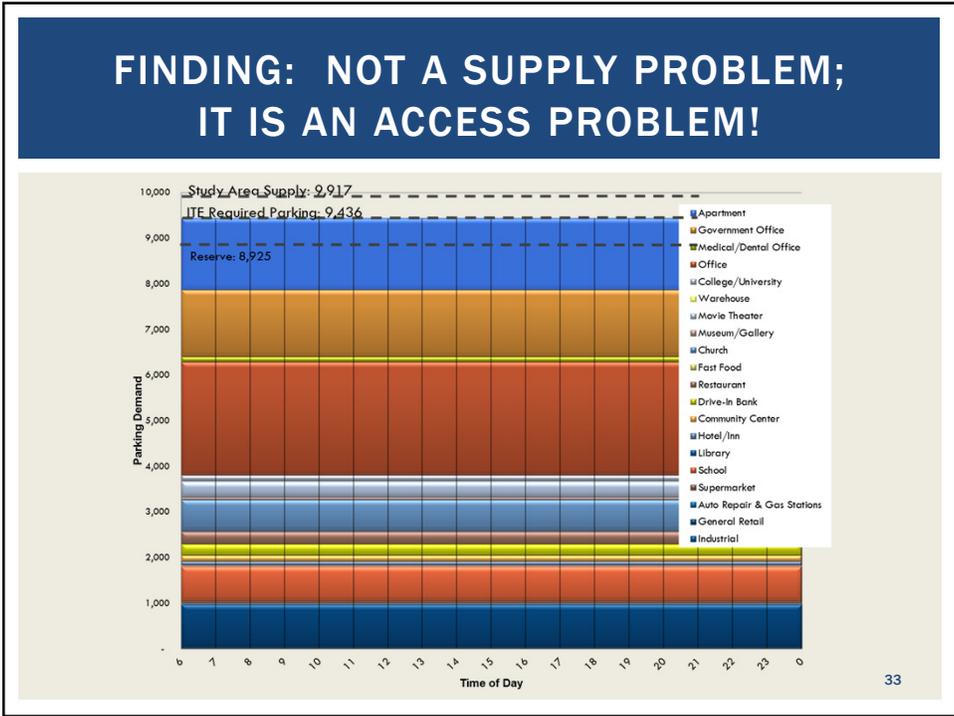
Average Utilization = 41%
(8AM-8PM)
Peak Utilization = 47%
(10AM - Noon)

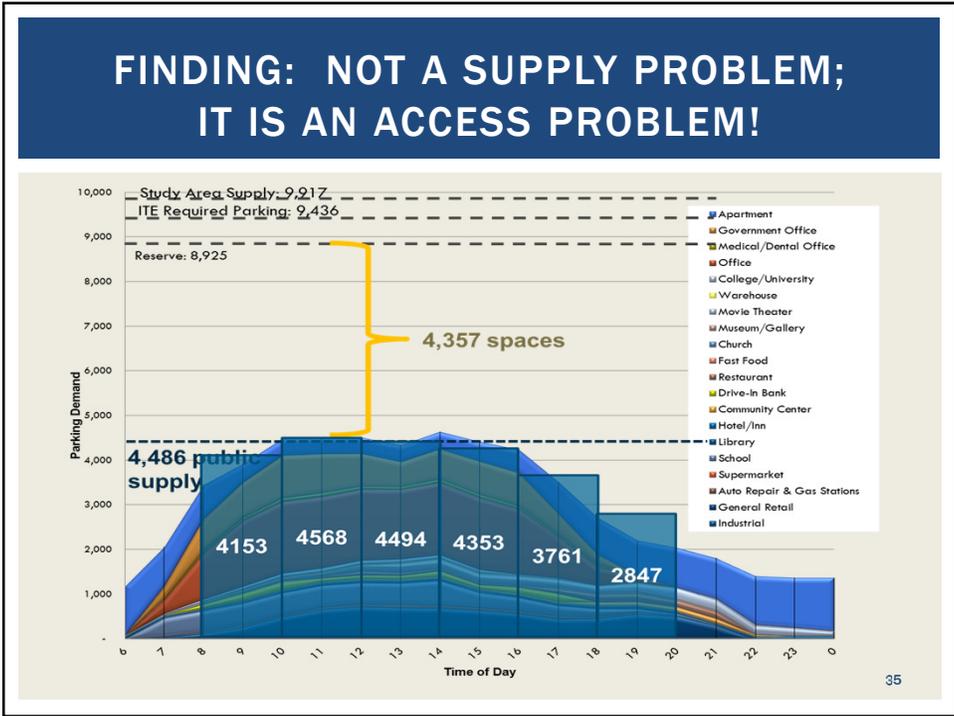


FINDING: NOT A SUPPLY PROBLEM; IT IS AN ACCESS PROBLEM!

Retail/Commercial/Institutional		
Industrial	16,415	square feet
General Retail	660,393	square feet
Auto Repair & Gas Stations	13,478	square feet
Supermarket	18,006	square feet
School	3,321	students
Library	72,983	square feet
Hotel/Inn	122	rooms
Community Center	118,562	square feet
Drive-In Bank	62,387	square feet
Restaurant	60,644	square feet
Fast Food	2,160	square feet
Church	200,754	square feet
Museum/Gallery	65,141	square feet
Movie Theater	1,304	Seats
Warehouse	98,718	square feet
College/University	556	Campus Pop
Office		
Office	1,244,430	square feet
Medical/Dental Office	38,290	square feet
Government Office	522,968	square feet
Residential		
Apartment	1,449	units







FINDING: CURRENT RATES INEFFECTIVE FOR INFLUENCING PARKING BEHAVIOR

- ***Not just about revenue!
Rates & fines used to influence behavior!***
- \$0.75 / hour on-street (all spaces)
- \$0.50 / hour garage meters.
- **\$0.25 Delta Too Small!**
- Contributes to employees & shoppers competing for spaces.



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FINDING: MAIN STREET UTILIZATION (SEPTEMBER 2014)



- WEEKDAY
- 255 spaces (Loudon - Perley)
- Average utilization (8AM - 8PM) = 70%
- Peak utilization = 87% (4PM-6PM)

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FINDING: MAIN STREET UTILIZATION (SEPTEMBER 2014)



- **SATURDAY**
- 255 spaces (Loudon - Perley)
- Average utilization = 76% (10AM-8PM)
- Peak utilization = 79% (Noon - 2PM)

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FINDING: DOWNTOWN ON-STREET UTILIZATION (SEPTEMBER 2014)

- **WEEKDAY**
- 767 spaces
- Average utilization (8AM - 8PM) = 55%
- Peak utilization = 66% (6PM - 8PM)



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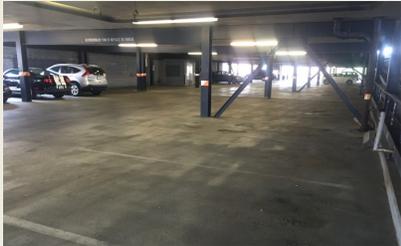
FINDING: DOWNTOWN ON-STREET UTILIZATION (SEPTEMBER 2014)

- **SATURDAY**
- **767 spaces**
- **Average utilization (10AM - 8PM) = 53%**
- **Peak utilization = 60% (10AM - 2PM)**



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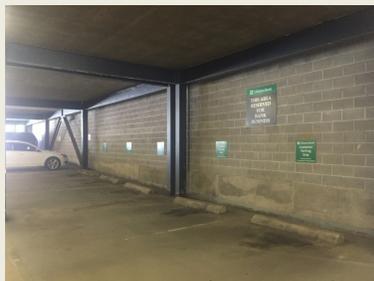
FINDING: SCHOOL STREET GARAGE UTILIZATION (SEPTEMBER 2014)



- **WEEKDAY**
- **180 meter spaces**
- **Average utilization = 52% (8AM - 8PM)**
- **Peak utilization = 68% (2PM - 4PM)**

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FINDING: SCHOOL STREET GARAGE UTILIZATION (SEPTEMBER 2014)



- WEEKDAY
- 278 lease spaces
- Average utilization = 47%
- Peak utilization = 65% (Noon - 2PM)

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FINDING: STATE STREET GARAGE UTILIZATION (SEPTEMBER 2014)

- WEEKDAY
- 114 meter spaces
- Average utilization = 36% (8AM - 8PM)
- Peak utilization = 46% (2PM - 4PM)



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FINDING: STATE STREET GARAGE UTILIZATION (SEPTEMBER 2014)

- WEEKDAY
- 71 lease spaces
- Average utilization = 50%
- Peak utilization = 62% (2PM - 4PM)



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FINDING: STORRS STREET GARAGE UTILIZATION (SEPTEMBER 2014)



- WEEKDAY
- 114 meter spaces
- Average utilization = 49% (8AM - 8PM)
- Peak utilization = 62% (Noon - 2PM)

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FINDING: STORRS STREET GARAGE UTILIZATION (SEPTEMBER 2014)




- WEEKDAY
- 391 lease spaces
- Average utilization = **41%**
- Peak utilization = **51%** (10AM - Noon)

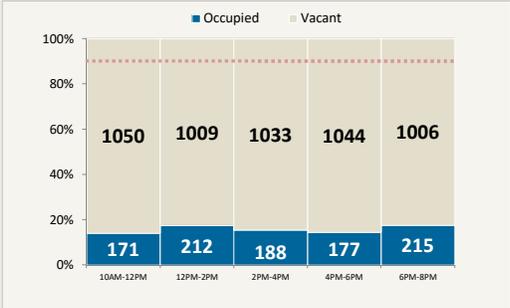
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FINDING: AMPLE GARAGE CAPACITY ON SATURDAY



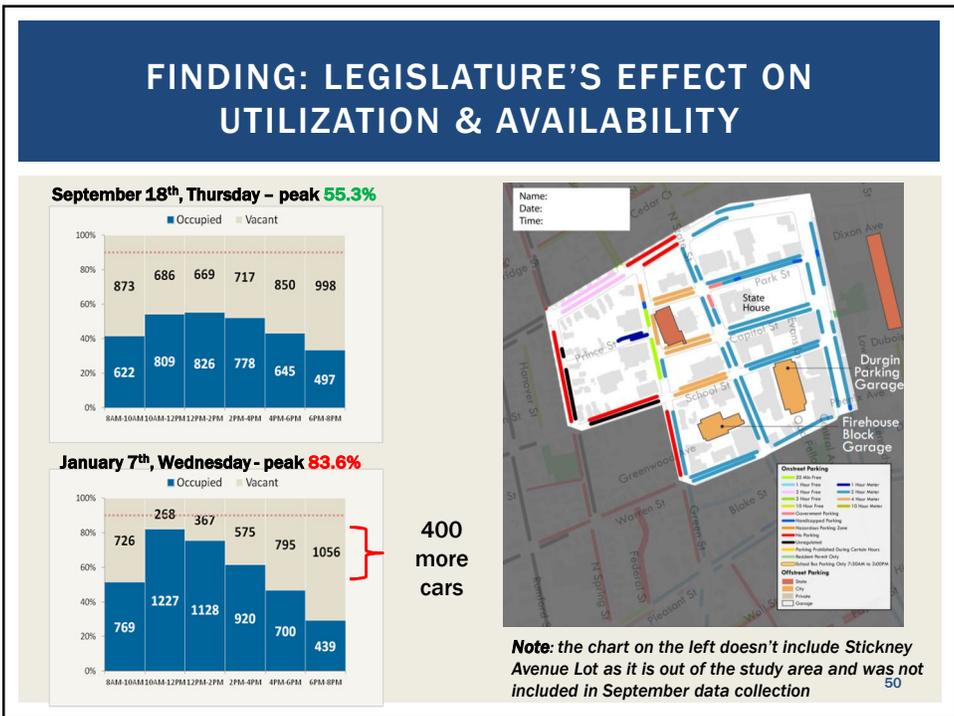


■ Occupied ■ Vacant



Time Interval	Occupied	Vacant	Total
10AM-12PM	171	1050	1221
12PM-2PM	212	1009	1221
2PM-4PM	188	1033	1221
4PM-6PM	177	1044	1221
6PM-8PM	215	1006	1221

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FINDING: \$10.6 MILLION IN CAPITAL INVESTMENT NEEDED OVER 10 YEARS









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FINDING: FEE SCHEDULE PEER REVIEW

- **Burlington VT:**
 - M - Sat: 8AM-10PM
 - **Garages**
 - “5 Day / Week” Monthly Permit: \$80 / Month (\$960 / Year)
 - “6 Day / Week” Monthly Permit: \$96 / Month (\$1,152 / Year)
 - **On-Street**
 - \$1.50 / Hour



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FINDING: FEE SCHEDULE PEER REVIEW

■ Portsmouth NH:

- Mon-Sat: 9AM - 7PM
- Sunday: Noon - 7PM
- Garages
 - “24 Hour” \$135 / Month (\$1,620 / Year)
 - “12 Hour Day” \$110 / Month (\$1,320 / Year)
 - “12 Hour Night” \$65 / Month (\$780 / Year)
- On-Street
 - \$1.75 / Hour high demand
 - \$1.25 / Hour all others



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FINDING: FEE SCHEDULE PEER REVIEW

■ Manchester NH:

- M-F: 8AM - 8PM
- Saturday: 10AM - 8PM
- Garages
 - “24 Hour” \$85 / Month (\$1,020 / Year)
 - Lots \$55 - \$60 / Month (\$660-\$720 / Year)
- On-Street
 - \$0.75 / Hour
 - \$55 / Month



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FINDING: FEE SCHEDULE PEER REVIEW

■ Nashua NH:

- M- Fri / Sat: 9AM-6/7PM
- Garages
 - \$30-\$50 / Month (\$360 - \$600 / Year)
- On-Street
 - \$1.00/ Hour
 - \$0.75 / Hour
 - \$0.50 / Hour



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FINDING: GENERAL FUND / PARKING FUND RELATIONSHIP

<u>Parking Fund Support of General Fund</u>	<u>FY2016</u>	<u>Cash / Inkind</u>
1 Overhead / Administrative Payment	\$96,150	Cash
2 Rent & Utilities @ Police Station	\$0	Not Charged
3 Administrative Specialist Support (Cannon)	\$58,969	Cash
4 GSD Administrative Fee	\$9,480	Cash
5 GSD Labor (for Part-Time Coverage)	\$85,998	Cash
6 Downtown Snow Removal Payment	\$58,200	Cash
7 Property Taxes (City, School, County, State)	\$170,295	Cash
8 Nonmeter Ticket Revenues	\$100,000	Cash
9 Snow Removal - Riverfront Park Lot	\$3,024	Cash
10 Snow Removal - Prince Street	\$1,000	Cash
11 Snow Removal - Railroad Ave	\$1,728	Cash
12 Free Employee Parking / City Vehicle Parking - Firehouse Garage	\$63,684	Inkind
13 Free Employee Parking / City Vehicle Parking - City Hall Lot	\$21,261	Inkind
14 Free Employee Parking / City Vehicle Parking - Library Lot	\$6,835	Inkind
15 Free Employee Parking / City Vehicle Parking - Police Lot	\$46,980	Inkind
16 Downtown Services Team - Loss of 3 Spaces in Capital Commons for Equipment Storage	\$4,032	Inkind
17 Downtown Services Team - Loss of 2 Spaces in Hills Ave Lot for Office Trailer	\$1,114	Inkind
18 Police Admin Support - Purchase Orders & Accounts Payable	\$0	Not Charged
19 Police Admin Support - Pay Roll	\$0	Not Charged
Subtotal	\$728,750	

Excludes General Fund share of debt service on Fire House Garage

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FINDING: GENERAL FUND / PARKING FUND RELATIONSHIP

<u>General Fund Support of Parking Fund</u>	<u>FY2016</u>	<u>Cash / Inkind</u>
1 Snow Removal (City Hall, Library, Police, River Front Lot, FHB Garage)	\$0	
2 City Hall Lot O&M	\$0	
3 Library Parking Lot O&M	\$0	
4 Police Station O&M	\$0	
5 Firehouse Block Garage O&M	\$0	
7 Firehouse Block Garage CIP	\$0	
8 City Hall, Library, Police Lots - CIP	\$0	
9 Free Rent & Utilities for Parking Division	\$13,256	Inkind
10 Police Admin Support - Purchase Orders & Accounts Payable	\$6,696	Inkind
11 Police Admin Support - Pay Roll	\$6,064	Inkind
<u>Subtotal</u>	<u>\$26,016</u>	

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FINDING: CREDIT CARDS

Credit Cards & Kiosks

- 84 Kiosk Meters; 1.5 million transactions since 2010
- \$0.21 / Transaction Fee:
 - 2 hour minimum garages
 - 1 hour minimum street
- \$0.75 / Hr. - \$0.21 = Net \$0.54
 - **28% revenue loss, BEFORE debt service & WEB fees!!!**
- \$50,000+ / year in credit card fees! **PAID BY CITY**
- \$50,000 / year for "WEB" costs (cellular access, licensing, & maintenance fees). **PAID BY CITY**

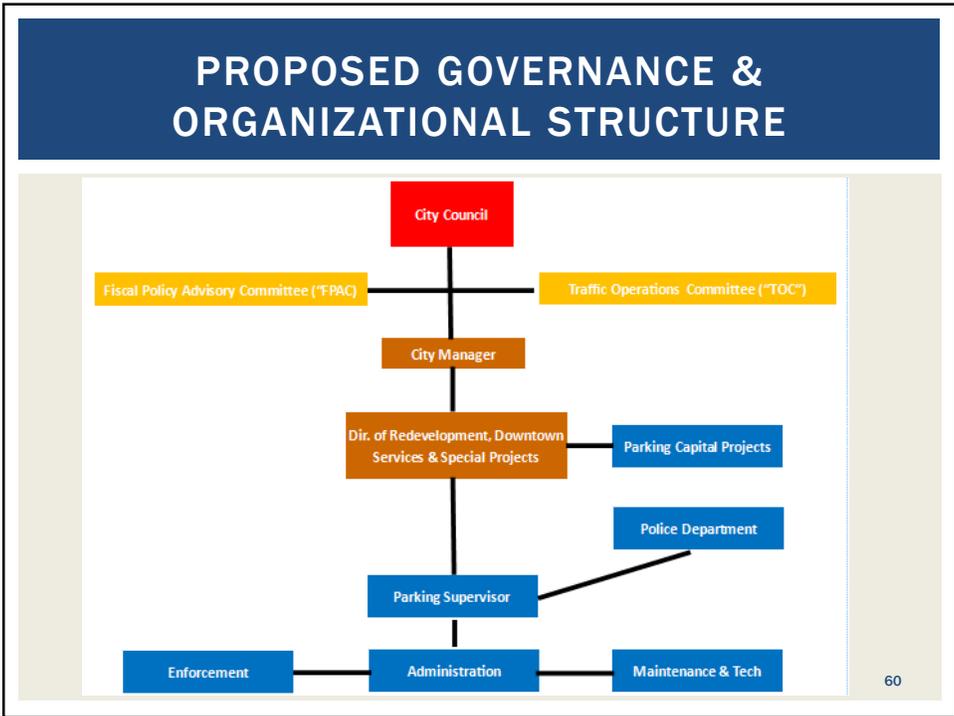


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7. RECOMMENDATIONS



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PROPOSED GOVERNANCE & ORGANIZATIONAL STRUCTURE

2017 OPERATING BUDGET

PARKING FUND

MISSION

To provide and maintain safe, convenient, customer friendly parking facilities, and appropriately enforce parking regulations.

PARKING FUND ORGANIZATIONAL CHART

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graph TD
    CM[CITY MANAGER] --> DR[DIRECTOR OF REDEVELOPMENT, DOWNTOWN SERVICES & SPECIAL PROJECTS]
    DR --> PE[PARKING ENFORCEMENT]
    DR --> PM[PARKING MAINTENANCE]
    
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PROPOSED GOVERNANCE & ORGANIZATIONAL STRUCTURE

<u>Current</u>	<u>Proposed</u>
<ul style="list-style-type: none"> ■ Daily Maintenance <ul style="list-style-type: none"> ■ General Services Dept. ■ Capital Projects <ul style="list-style-type: none"> ■ General Services Dept. ■ Snow Removal <ul style="list-style-type: none"> ■ Contractors ■ Vehicle Maintenance <ul style="list-style-type: none"> ■ Police Dept. 	<ul style="list-style-type: none"> ■ Daily Maintenance <ul style="list-style-type: none"> ■ Parking Division ■ Capital Projects <ul style="list-style-type: none"> ■ City Administration ■ Snow Removal <ul style="list-style-type: none"> ■ Parking Division Staff ■ Vehicle Maintenance <ul style="list-style-type: none"> ■ Police Dept.

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PROPOSED HOURS OF ENFORCEMENT		
<p><u>Current</u></p> <ul style="list-style-type: none"> ■ Monday – Friday <ul style="list-style-type: none"> ▪ 5 Days / Week ■ 8AM – 5PM ■ 9 Hours / Day ■ 250 Days / Year ■ 2,250 Hours / Year 	<p><u>Nelson Nygaard</u></p> <ul style="list-style-type: none"> ■ Main Street <ul style="list-style-type: none"> ▪ Monday – Saturday ▪ 10AM – 8PM ■ Primary Zone (Main – Green Streets) <ul style="list-style-type: none"> ▪ Monday – Friday ▪ 10AM – 6PM ■ Secondary Zone (Storrs, UNH Law, Court St) <ul style="list-style-type: none"> ▪ Monday – Friday ▪ 10AM – 6PM ■ Garages & Surface Lots <ul style="list-style-type: none"> ▪ Monday – Friday ▪ 10AM – 6PM 	<p><u>City Admin.</u></p> <ul style="list-style-type: none"> ■ Monday – Saturday <ul style="list-style-type: none"> ▪ 6 Days / Week ■ 9AM – 8PM ■ 11 Hours / Day ■ 302 Days / Year ■ 3,322 Hours / Year ■ 48% Increase in Hours <ul style="list-style-type: none"> ▪ (+ 1,072 Hours)₆₃

PROPOSED HOURLY RATES: GENERAL STRATEGY		
<p><u>Current</u></p> <ul style="list-style-type: none"> ■ On-Street: \$0.75 / Hour ■ Garages: \$0.50 / Hour ■ Surface Lots: \$0.75 / Hour ■ Free Time Zones 	<p><u>Nelson Nygaard</u></p> <ul style="list-style-type: none"> ■ On-Street: Tier System <ul style="list-style-type: none"> ▪ \$1.50 / Hour ▪ \$1.00 / Hour ▪ \$0.50 / Hour ▪ Free Time Zones ■ Garages: <ul style="list-style-type: none"> ▪ \$0.50 / Hour ■ Surface Lots: <ul style="list-style-type: none"> ▪ \$0.50 / Hour 	<p><u>City Admin.</u></p> <ul style="list-style-type: none"> ■ On-Street: <ul style="list-style-type: none"> ▪ \$1.75 / Hour ▪ \$1.25 / Hour ▪ Free Time Zones ■ Garages: <ul style="list-style-type: none"> ▪ \$0.75 / Hour ■ Surface Lots: <ul style="list-style-type: none"> ▪ \$0.75 / Hour

PROPOSED HOURLY RATES: MAIN STREET (LOUDON – PERLEY)		
<p><u>Current</u></p> <ul style="list-style-type: none"> ■ \$0.75 / Hour ■ Free south of Wentworth Ave. ■ 2 Hour Time Limit 	<p><u>Nelson Nygaard</u></p> <ul style="list-style-type: none"> ■ \$1.50 / Hours ■ 30 Minutes Free ■ No Time Limit ■ Extend meters to Perley Street 	<p><u>City Admin.</u></p> <ul style="list-style-type: none"> ■ \$1.75 / Hour ■ No Free Period ■ 4 Hour Time Limit ■ Extend meters to Perley Street

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PROPOSED HOURLY RATES: ALL OTHER METERED STREETS		
<p><u>Current</u></p> <ul style="list-style-type: none"> ■ \$0.75 / Hour ■ 2 Hour Time Limit 	<p><u>Nelson Nygaard</u></p> <ul style="list-style-type: none"> ■ Primary Zone: <ul style="list-style-type: none"> ■ \$1.00 / Hour ■ No Time Limit ■ Secondary Zone: <ul style="list-style-type: none"> ■ \$0.50 / Hour ■ No Time Limit 	<p><u>City Admin.</u></p> <ul style="list-style-type: none"> ■ \$1.25 / Hour ■ 4 Hour Limit on Side Streets off Main Street ■ All Others No Time Limit

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PROPOSED HOURLY RATES: GARAGES & SURFACE LOTS		
<p style="text-align: center;"><u>Current</u></p> <ul style="list-style-type: none"> ■ \$0.75 / Hour (Lots) ■ \$0.50 / Hour (Garages) ■ Time Limits <ul style="list-style-type: none"> ▪ None in Garages ▪ Surface Lots Vary 	<p style="text-align: center;"><u>Nelson Nygaard</u></p> <ul style="list-style-type: none"> ■ \$0.50 / Hours ■ No Time Limit 	<p style="text-align: center;"><u>City Admin.</u></p> <ul style="list-style-type: none"> ■ \$0.75 / Hour ■ No Time Limit

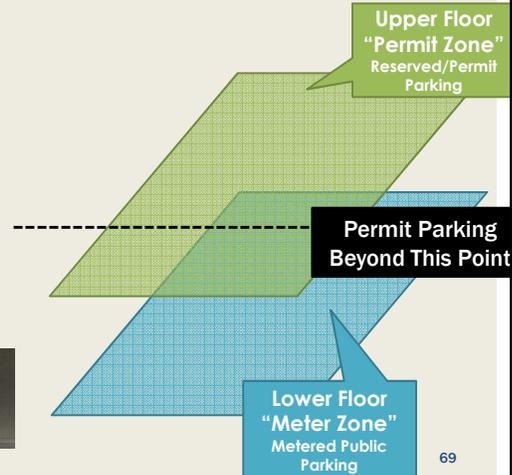
67

PROPOSED RATES: LEASES & PERMITS		
<p style="text-align: center;"><u>Current (Leases)</u></p> <ul style="list-style-type: none"> ■ Market: <ul style="list-style-type: none"> ▪ \$1,044 / Uncovered <ul style="list-style-type: none"> ■ \$261 / Quarter ■ \$87 / Month ▪ \$1,344 / Covered <ul style="list-style-type: none"> ■ \$336 / Quarter ■ \$112 / Month ■ M-F, 8AM-5PM ■ Exclusive Use 	<p style="text-align: center;"><u>Nelson Nygaard</u></p> <ul style="list-style-type: none"> ■ 4 Tier <ul style="list-style-type: none"> ▪ <u>Permit A</u> (Exclusive Use "24/7"): \$120 / Month (\$1,440 / Yr.) ▪ <u>Permit B</u> (Pooled "24/7"): \$75 / Month (\$900 / Yr.) ▪ <u>Permit C</u> (Pooled 8AM-6PM, M-F): \$50 / Month (\$600 / Yr.) ▪ <u>Permit D</u> (Pooled, Nights & Weekends Only): \$25 / Month (\$300 / Yr.) 	<p style="text-align: center;"><u>City Admin.</u></p> <ul style="list-style-type: none"> ■ Status Quo Until FY2019! ■ FY2019: 3 Tier <ul style="list-style-type: none"> ▪ <u>Permit A</u> (Exclusive Use "24 / 7"): \$167 / Month (\$2,000 / Yr.) ▪ <u>Permit B</u> (Pooled "24/7"): \$113 / Month (\$1,350 / Year) ▪ <u>Permit C</u>: (Pooled, M-F, 8AM -6PM): \$67 / Month (\$800 / Yr.)

68

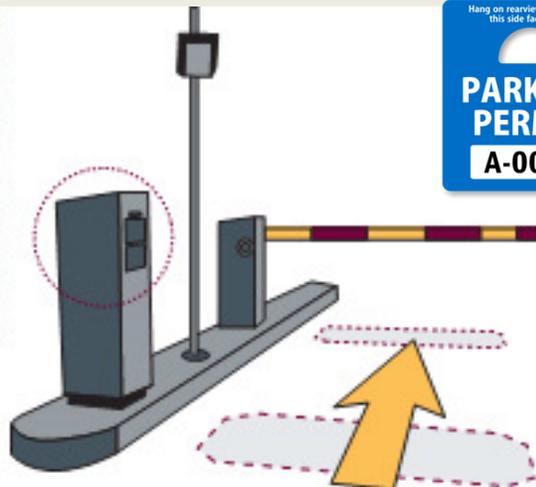
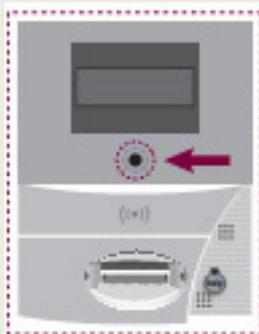
PARKING GARAGES: PROPOSED STRATEGY FOR LEASES & PERMITS

- Reorganize Garages so Leases / Permits on Upper Floors.
- Lower levels for Metered Parkers
- Storrs Street completed in July 2015



69

PARKING GARAGES: PROPOSED STRATEGY FOR LEASES & PERMITS



70

PARKING GARAGES: PROPOSED STRATEGY FOR LEASES & PERMITS

- Be mindful of long-term agreements & need to negotiate:
 - State Street Garage (formerly Firehouse): No long-term leases. Could implement permits immediately!
 - School Street Garage (formerly Durgin):
 - Brady Sullivan: **126** spaces. Discounted to 2055. Currently \$205 / Year + taxes & share of repair debt service.
 - PRM: **46** spaces. Discounted to 2055. Currently \$205 / Year + taxes & share of repair debt service.
 - Storrs Street (formerly Capital Commons):
 - Capital Commons LLC.: **114** spaces @ current market rates.
 - Bindery Redevelopment (“Love Bldg.”): **125** spaces. Discounted to FY2026. Currently \$710/ year (\$59 / Month), less \$43,000 / year first 6 years. Runs until 2033.
 - Duprey Center (“Smile Bldg.”): **83** spaces. Discounted to FY2031. Currently \$750 or \$1,008 / year (\$62.50 - \$84 / Month); less \$33,000 / year first 6 years. Flat rate for 20 years.
 - Concord Hospital: **67** spaces. Discounted to FY2031. Currently \$750 or \$1,008 / year (\$62.50 - \$84 / Month). Flat rate for 20 years.

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PARKING GARAGES: PROPOSED STRATEGY FOR LEASES & PERMITS

- Discounted leases to support economic development efforts
- Directly supported:
 - \$49 Million New Assessed Value
 - 434,000SF of building
 - \$1.3 Million in Tax Revenues



72

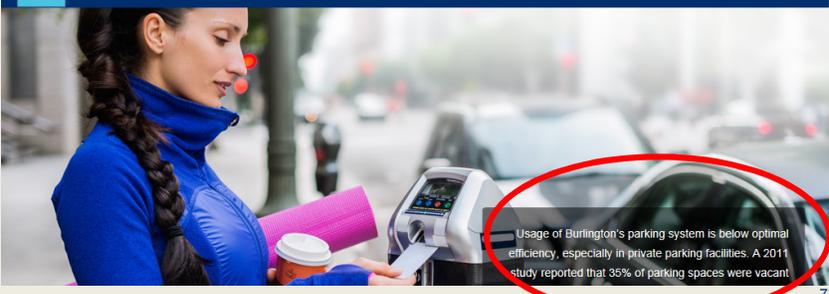
PROPOSED TECHNOLOGY & CUSTOMER SERVICE IMPROVEMENTS



Parking in Burlington... A Change for the Better

DOWNTOWN PARKING IMPROVEMENT INITIATIVE - BURLINGTON, VERMONT

Home
Downtown Parking
Enforcement and Tickets
Residential Parking
Transportation
News and Events
FAQs
History
Contact Us



Usage of Burlington's parking system is below optimal efficiency, especially in private parking facilities. A 2011 study reported that 35% of parking spaces were vacant

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PROPOSED TECHNOLOGY & CUSTOMER SERVICE IMPROVEMENTS



PARKPORTSMOUTH

PORTSMOUTH PARKING RATES
EVENTS CALENDAR FOR PORTSMOUTH
HIGH HANOVER PARKING GARAGE INFORMATION

<p>Off-Street Parking Lots</p> <ul style="list-style-type: none"> Pay & Display 15 Minute Single Spaces Handicap Spaces Motorcycle Parking Bicycle Racks 3 - Hour Parking 4 - Hour Parking 72 - Hour Parking Streetside Valets Loading Zones Pay Parking Tickets 	<p>PARKING RATES</p> <p>Enforcement Hours Mon-Fri, 9 a.m. to 7 p.m. Sundays, Noon to 7 p.m.</p> <p>Five Metered Parking Rates/Zones:</p> <p>A. High Occupancy Metered Parking (3-Hour Maximum, \$1.75 per hour)</p> <p>B. Standard Metered Parking (3-Hour Maximum, \$1.25 per hour)</p> <p>C. Extended Metered Parking (4-Hour Maximum, \$1.25 per hour)</p>	<table border="1" style="width: 100%; text-align: center; border-collapse: collapse;"> <tr> <td style="background-color: red; color: white; padding: 5px;">A 3-HOUR MAX</td> <td style="background-color: blue; color: white; padding: 5px;">B 3-HOUR MAX</td> <td style="background-color: green; color: white; padding: 5px;">C 4-HOUR MAX</td> </tr> <tr> <td style="background-color: black; color: white; padding: 5px;">D 15-MIN. MAX</td> <td style="background-color: red; color: white; padding: 5px;">D 15-MIN. MAX</td> <td></td> </tr> <tr> <td style="background-color: red; color: white; padding: 5px;">A 3-HOUR MAX</td> <td style="background-color: blue; color: white; padding: 5px;">B 3-HOUR MAX</td> <td style="background-color: green; color: white; padding: 5px;">C 4-HOUR MAX</td> </tr> </table>	A 3-HOUR MAX	B 3-HOUR MAX	C 4-HOUR MAX	D 15-MIN. MAX	D 15-MIN. MAX		A 3-HOUR MAX	B 3-HOUR MAX	C 4-HOUR MAX
A 3-HOUR MAX	B 3-HOUR MAX	C 4-HOUR MAX									
D 15-MIN. MAX	D 15-MIN. MAX										
A 3-HOUR MAX	B 3-HOUR MAX	C 4-HOUR MAX									

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PROPOSED TECHNOLOGY & CUSTOMER SERVICE IMPROVEMENTS



MANCHESTER, NH
New Hampshire's Business Capital

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Home » Departments » Parking » Parking Ticket Payment System

Site Navigation

Parking Home
Online Payment FAQ

This website and its contents are a service of the City of Manchester, NH



City of Manchester, NH - Parking Ticket Payment System

To locate your ticket(s) please enter the information below and click the Continue button.

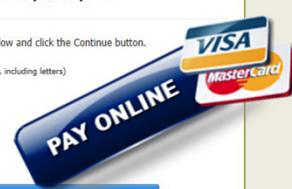
Citation Number: (as listed on the parking violation, including letters)

Plate Number: (as listed on the parking violation)

Continue

Return To Search Type

Clear Form



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PROPOSED TECHNOLOGY & CUSTOMER SERVICE IMPROVEMENTS



City of Portsmouth
New Hampshire

PORTSMOUTH CITY HALL, 1 JUNKINS AVENUE, PORTSMOUTH, NEW HAMPSHIRE 03801, TEL: (603) 431 - 2000
City Hall Hours: Monday 8 a.m. - 6 p.m., Tuesday - Thursday 8 a.m. - 4:30 p.m., Friday 8 a.m. - 1 p.m.

ONLINE BILL PAYMENT
[MOTOR VEHICLE ONLY \(Click here\)](#)

PARKING TICKET, WATER/SEWER and PROPERTY TAX ONLINE PAYMENT

To make a payment(s), you will need:

Parking Ticket: Your parking ticket # or your plate #

Water/Sewer: Account # or location and amount due

Property Tax: Bill #, location, or owner

Payment: Your bank routing number and bank account number; or your creditcard* information

[Click Here To:
SIGN UP and/or PAY
Parking Ticket, Water/Sewer, Property Tax Bills Online](#)





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PROPOSED TECHNOLOGY & CUSTOMER SERVICE IMPROVEMENTS

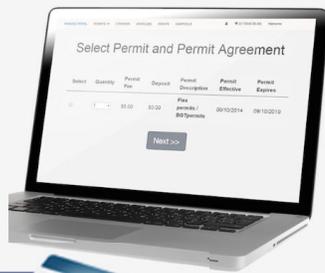




Sell Permits Online

Permit Sales
Your customers can purchase and renew permits online via your organization's website. Permits can be physical or virtual, require facility selection or not, and/or require certain documentation or not, etc.

Payment Management
Depending on your business needs, set up payment configurations to include corporate contract, payroll deduction, student account, credit card, etc.




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PROPOSED TECHNOLOGY & CUSTOMER SERVICE IMPROVEMENTS

PAY BY PHONE APPS





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PROPOSED TECHNOLOGY & CUSTOMER SERVICE IMPROVEMENTS

PAY BY PHONE APPS

- Colleges & Universities
- Fort Lauderdale FL
- Miami FL
- Louisville KY
- Chicago IL
- New York NY
- New Haven CT
- Omaha NB
- Tampa FL
- Hollywood FL
- Madison WI
- White Plains NY
- Washington DC

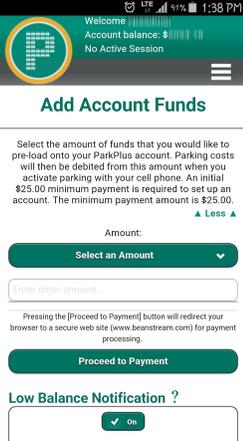


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PROPOSED TECHNOLOGY & CUSTOMER SERVICE IMPROVEMENTS

PAY BY PHONE APPS

- **Costs:**
 - Transaction Fees: \$0.15 - \$0.25
 - Credit Card Fee: \$0.21 / transaction. Possibly less (2.79%?)
 - Total: \$0.36 - \$0.40 / Trans with Credit Card
- **\$0.75 - \$0.40 = \$0.35**
 - **Up to 53% revenue loss / transaction if paid by City at current rates!**
- Transaction cost paid by City or Parker
- Wallet feature (like EZ Pass); can replenish account as desired
- Wallet feature reduces transaction costs



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PROPOSED TECHNOLOGY & CUSTOMER SERVICE IMPROVEMENTS

IN CAR METERS



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PROPOSED TECHNOLOGY & CUSTOMER SERVICE IMPROVEMENTS

IN CAR METERS



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[Home](#) [About EasyPark](#) [Sign Up Now](#) [Locations](#) [News](#) [Business/Commercial](#) [Municipalities & Campuses](#)

[* Click here for updates on related charges for your location effective May 1, 2015](#)

M

Welcome to EasyPark in Manchester, NH!

Manchester joins Dover and Portsmouth in New England to provide the convenience of the EasyPark in-vehicle parking meter program to its residents.

Remember! You may use your EasyPark device in Dover and Portsmouth as well as Manchester!

Account Login

Email Address:

Password:

[LOGIN](#)

[Forgot Password?](#)

SIGN UP NOW

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PROPOSED TECHNOLOGY & CUSTOMER SERVICE IMPROVEMENTS

SMART METERS



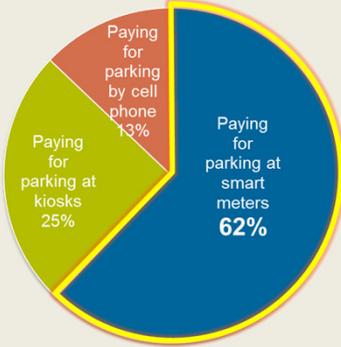
83

PROPOSED TECHNOLOGY & CUSTOMER SERVICE IMPROVEMENTS

SMART METERS

- Concord:
 - 84 Kale Kiosks
 - 375 existing mechanical meters
 - 315 new meters proposed
- Increasingly popular
- Variety of vendors
- Accepts coins, P-Cards, tokens, & credit cards
- If meter malfunctions, only 1 space affected
- Will still accept cards if coin slot jammed

Survey: Which payment method would you prefer on-street?



Payment Method	Percentage
Paying for parking at smart meters	62%
Paying for parking at kiosks	25%
Paying for parking by cell phone	13%

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PROPOSED TECHNOLOGY & CUSTOMER SERVICE IMPROVEMENTS

SMART METERS



REVOLUTION
UPGRADE KITS



Revolution Pay Station Upgrade Kits

IPS Revolution Upgrade Kits are designed to retrofit existing pay stations. This maximizes current investment and infrastructure, while upgrading to the latest parking meter technology. The kit updates outdated components with new IPS technology and features. Designed with the service technician in mind, the modular components can be easily removed, serviced, and replaced with no more than a screwdriver. Cities benefit from lower equipment upgrade costs, ease of maintenance, and reduced overall cost of ownership.



Key Benefits

Flexibility: The upgrade kits are available in pay-by-space, pay-and-display, and pay-by-plate models. A simple change of the keypad and a firmware update are all that are required to support the different modes.

Unparalleled Power Efficiency: Powered by environmentally-friendly solar panels and combination battery packs to maximize ongoing power.

Customization: Configurable buttons include help screens, alternative languages, max time, and more.

Improved Visibility: LED lighting above the display provides enhanced visibility for motorists, technicians, and collections staff.

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PROPOSED EXPANDED PARKING METER COVERAGE AREA

- South Main
- Superior Court
- Federal Court
- UNH Law
- Wall Street
- North / South State
- 312 +/- Spaces



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PROPOSED INCREASES FOR PARKING CITATIONS (TICKETS) FINES

Citation	Current	Proposed
Against Traffic	\$20	\$25
Reserved Space	\$20	\$25
No Parking	\$15	\$25
Expired Meter	\$10	\$25
Encumbered Meter	\$10	\$25
Not Within Lines	\$5	\$25
No Resident Permit	\$10	\$25

- Implement January 1, 2017
- All other citation rates unchanged.

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PROPOSED CHANGES TO PARKING CITATION (TICKET) LATE FEES

Current

- Within 14 Days = Face Value
- 15-28 Days: Double
- After 28 Days: Quadruple

Proposed

- Within 30 Days = Face Value
- 31-60 Days = Double
- After 60 Days = Quadruple

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PROPOSED INCREASES FOR PARKING CITATIONS (TICKETS) FINES

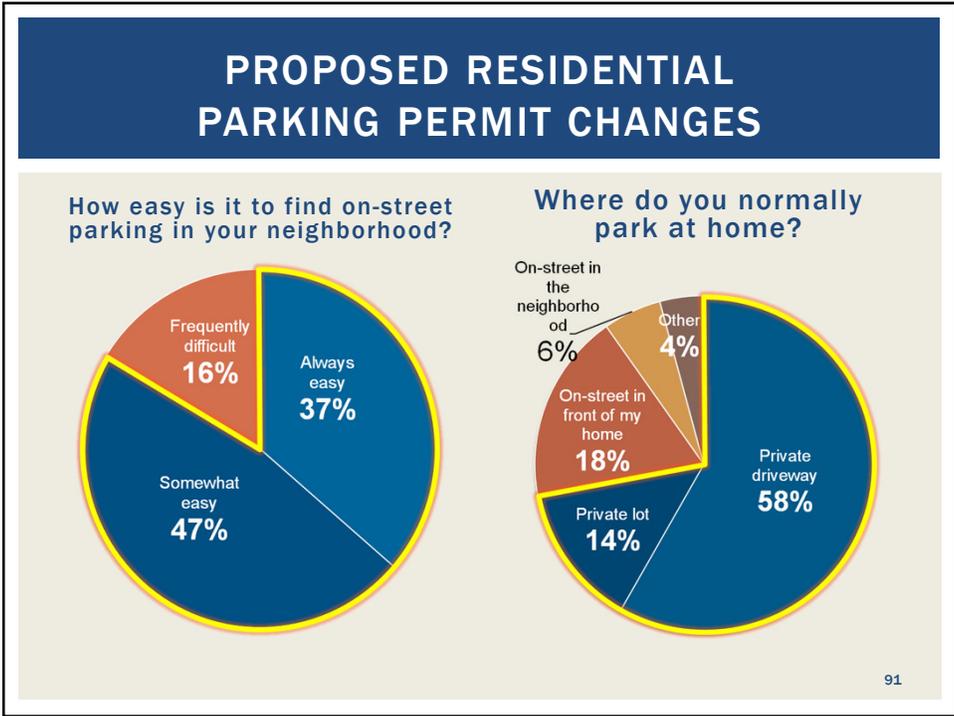
- Expired Meter @ \$25 / Each
 - 4 Hours (proposed time limit on Main & connected side streets) @ \$1.75 / hour = \$7
 - 9 Hours (typical work day) @ \$1.75 / Hour = \$15.75
 - Current Expired Meter Ticket = \$10
 - \$10 ticket / \$1.75 per hour rate = 5.7 hours
 - Amount of fine needs to be considered within context of the cost of parking in order for it to be an effective deterrent.
- Thoughts if \$25 fine moves forward
 - Could cap or eliminate 30 / 60 day penalties
 - For example, cap fine at doubled rate (\$50) if paid after 30 days?
 - Forgo quadrupling if paid after 60 days?

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PROPOSED RESIDENTIAL PARKING PERMIT CHANGES



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PROPOSED RESIDENTIAL PARKING PERMIT CHANGES

<u>Current</u>	<u>Nelson Nygaard</u>	<u>City Admin.</u>
<ul style="list-style-type: none"> ■ Enacted 1983 UNH Law Area ■ Administered by Finance Dept. / Collections Div. ■ \$5 / Vehicle; Refunded if returned ■ Unlimited ■ Not renewed annually 	<ul style="list-style-type: none"> ■ \$25 / year / vehicle ■ Max 2 / household ■ Exempt from meter & time limits within the RPP zone ■ Revenue goes to Parking Division ■ Renewed annually 	<ul style="list-style-type: none"> ■ \$50 / year / vehicle ■ Max 1 / household ■ Exempt from time limits & meters in RPP zone ■ Revenue to Parking Division ■ Renewed annually ■ Expand to High School Neighborhood?

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PROPOSED STAFFING CHANGES

<u>Current (FY2017)</u>	<u>Proposed (By FY2018)</u>
<ul style="list-style-type: none"> ■ Parking Division: <ul style="list-style-type: none"> ■ 1 FTE Parking Supervisor ■ 3.6 FTEs Parking Enforcement Officers (PEOs) ■ 1 FTE Meter Technician ■ 1 FTE Administrative Assistant ■ General Services Dept. <ul style="list-style-type: none"> ■ 0.5 FTE Maintenance Aid ■ Police staff supported by Parking Fund <ul style="list-style-type: none"> ■ 1 FTE Administrative Assistant ■ TOTAL = 8.1 FTEs 	<ul style="list-style-type: none"> ■ Parking Division: <ul style="list-style-type: none"> ■ 1 FTE Parking Supervisor ■ 8.85 FTEs Parking Enforcement Officers (PEOs) ■ 2 FTE Meter Technician ■ 1.6 FTE Administrative Assistant ■ 1 FTE Maintenance Supervisor ■ Total = 14.45 FTEs

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PROPOSED STAFFING CHANGES PARKING ENFORCEMENT OFFICERS

- FY2016: 3.6 FTEs
- FY2017: + 2.25 FTEs (6 months)
 - 2 PT Expanded Hours
 - 4 PT Mobile Unit
- FY2018: + 3 FTEs
 - 4 Expanded Meter Geography
 - 4 for 2nd Mobile Unit
- “Ambassadors”
- 2,250 – 3,322 Hours of Enforcement / Year (+ 48%)
- Evenings & Saturdays
- Neighborhood & Resident Permit Enforcement



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PROPOSED STAFFING CHANGES METER TECHNICIANS

- FY2017: 1 FTEs
- FY2018: +1 FTEs (2 total)
- 84 Kiosks FY2017
- 375 Mechanical Meters to Smart Meters
- 312 Expanded Meter Geography (Smart Meters)
- Collections, repairs, trouble shooting, backup staffing
- Signage, poles, & snow



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PROPOSED STAFFING CHANGES MAINTENANCE STAFF

- **FY2017: 0.5 FTE**
 - Gen. Ser. Dept. Part Time
- **FY2018: 1.0 FTE (+.5)**
- **Duties:**
 - Snow Removal
 - Cleaning & Trash
 - Painting
 - Signage Repairs
 - Landscaping
 - Lighting
 - Welding?
 - Service Contract Management



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PROPOSED INCREASED MAINTENANCE FOR GARAGES & SURFACE LOTS



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PROPOSED CAPITAL IMPROVEMENT PROGRAM - VEHICLES

- FY2017-2026
- \$321,371 Total
- Existing Vehicles
 - Meter Tech Van
 - Mobile Unit #1
- Proposed Additions
 - Maintenance Pickup
 - Mobile Unit #2



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CAPITAL IMPROVEMENT PROGRAM - PARKING GARAGES

- FY2017-2026
- \$7,429,596
- All 3 Decks (Combined)
 - 425,000SF
 - 1,200+ Spaces
- Highlights:
 - School St: \$3.657M
 - State St: \$2.925M
 - Storrs St: \$846K



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CAPITAL IMPROVEMENT PROGRAM - SURFACE LOTS



- FY2017-2026
- \$922,152
- 9 Lots (Combined)
 - 2.3 Acres
 - 203 Parking Spaces
- Highlights
 - City Hall
 - Police
 - Library

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CAPITAL IMPROVEMENT PROGRAM - METERS & KIOSKS



- FY2017-2026
- \$1,644,722
- Highlights
 - Replace 74 Kiosks (IPS Conversion?) (FY2020)
 - Replace 375 Existing Single Space Mechanical Meters w/ Smart Meters (FY2019)
 - Meter 312 New Spaces (Smart Meters) (FY2018) Expanded Coverage Area

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CAPITAL IMPROVEMENT PROGRAM - EMERGENCY PARKING BEACONS



- FY2017-2026
- \$138,938
- 24 Intersections Total
- Limit to City Owned Signals

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CAPITAL IMPROVEMENT PROGRAM - TECHNOLOGY & EQUIPMENT

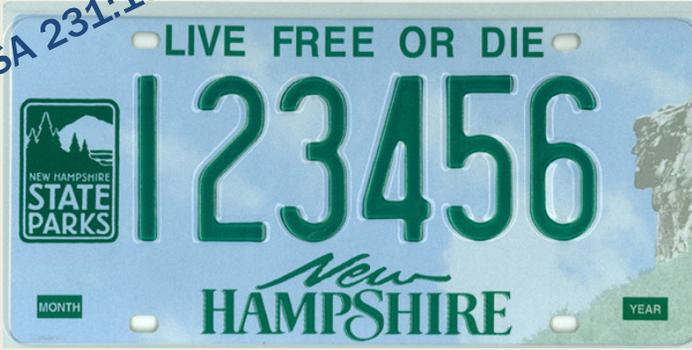


- FY2017-2026
- \$181,652
- Ticket machines
- Phones
- Computers & Misc. Tech

104

**PROPOSAL: VEHICLE REGISTRATIONS
& UNPAID TICKETS**

NH RSA 231:130-a



105

**PROPOSAL: HANDICAP PARKING
SUBJECT TO TIME LIMITS**



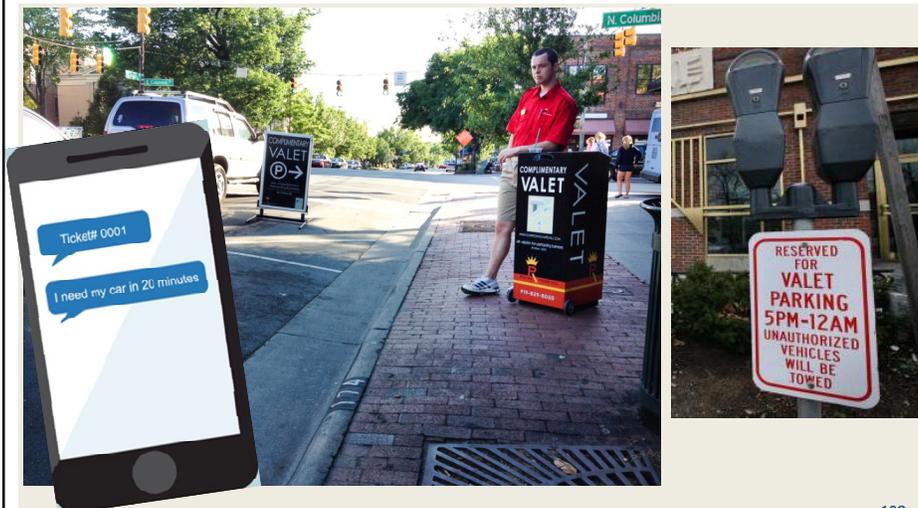
106

PROPOSAL: TICKET NON-CITY GOVERNMENTAL VEHICLES



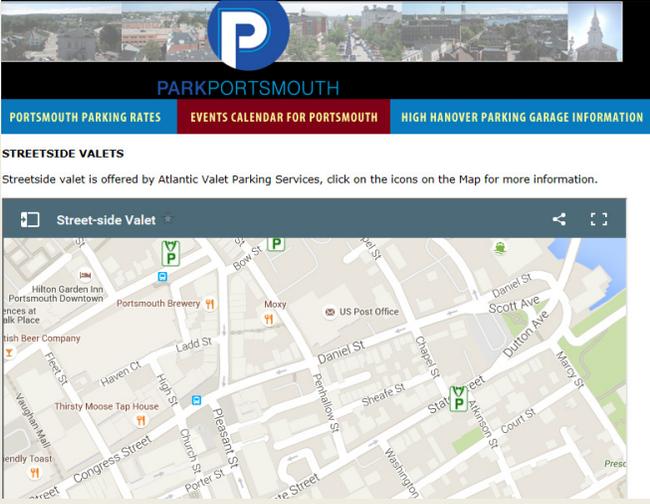
107

PROPOSAL: ORDINANCE FOR ON-STREET VALET SPACES



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VALET ORDINANCE FOR ON-STREET SPACES



P
PARKPORTSMOUTH
PORTSMOUTH PARKING RATES EVENTS CALENDAR FOR PORTSMOUTH HIGH HANOVER PARKING GARAGE INFORMATION

STREETSIDE VALETS
Streetside valet is offered by Atlantic Valet Parking Services, click on the icons on the Map for more information.

Street-side Valet *



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8. PRO FORMA



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PRO FORMA: KEY ASSUMPTIONS

- **FY2017 (January 1, 2017):**
 - New hours of enforcement (8AM – 8PM); Monday – Saturday
 - New rates (\$1.75 / \$1.25 / \$0.75 / Free)
 - Citation rate increases
 - Additional PEO staffing
 - Modest General Fund subsidy \$25,995 snow removal @ City Hall & Downtown Services Team parking impacts
 - Costs for signage changes & meter programming.
 - On-Street decreased by 30%, then another 17% to align actual count data with budgetary trends.
 - Expired Meter Revenues reduced 50% post rate increase

111

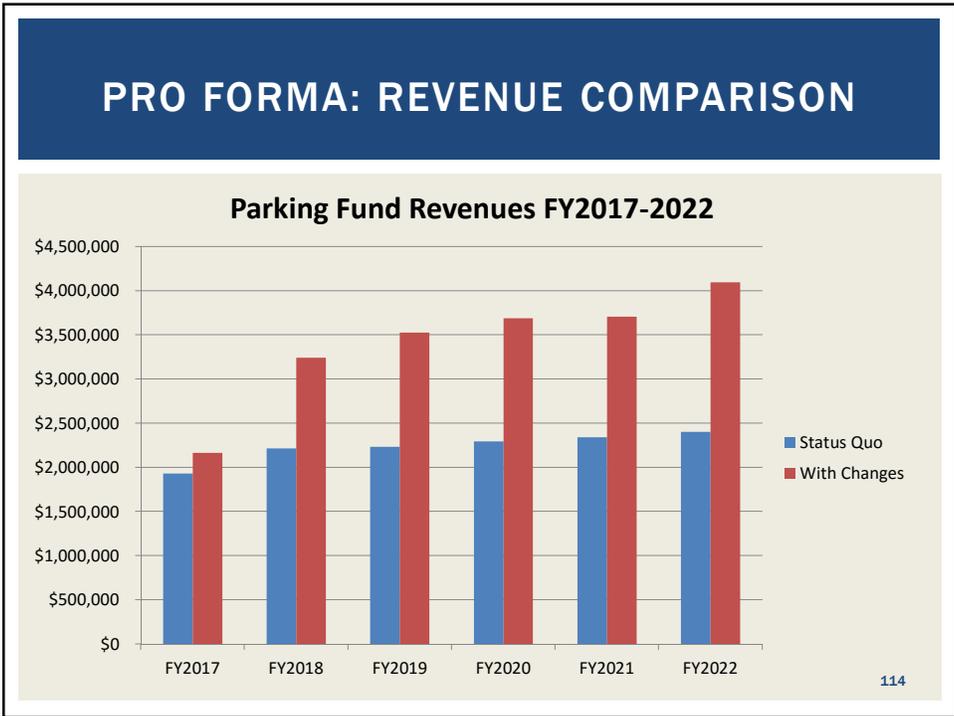
PRO FORMA: KEY ASSUMPTIONS

- **FY2018**
 - First full year of meter rate increases.
 - Lease rates increase July 1, 2017 (\$1,550 / \$1,150)
 - Additional staff hires (phased throughout year)
 - Snow removal in house
 - General Fund O&M subsidy increases to \$40,800
 - Solid Waste Fund subsidy (\$11,500)
 - PRM & Brady Sullivan Subsidy (\$203,316)
 - Sears TIF Support continues & absorbs add'l Capital Commons Parking Fund debt (net increase \$93,000 +/-)
 - Expanded meter coverage area January 1, 2018 (\$158,000)
 - Rent & overhead costs for Police Department begins
 - Resident Permit Program begins

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PRO FORMA: GENERAL COMPARISON	
<u>Status Quo</u>	<u>With Recommendations</u>
<ul style="list-style-type: none"> ■ FY17 Revenues: <ul style="list-style-type: none"> ▪ \$1,929,326 ■ FY17 Expenditures: <ul style="list-style-type: none"> ▪ \$2,097,142 ■ FY17 Profit / Loss: <ul style="list-style-type: none"> ▪ (\$167,816) ■ Beginning Fund Balance: <ul style="list-style-type: none"> ▪ \$38,201 ■ FY17 Ending Balance: <ul style="list-style-type: none"> ▪ (\$129,615) ■ FY2022 Fund Balance: <ul style="list-style-type: none"> ▪ (\$1,930,098) 	<ul style="list-style-type: none"> ■ FY17 Revenues: <ul style="list-style-type: none"> ▪ \$2,163,395 ■ FY17 Expenditures: <ul style="list-style-type: none"> ▪ \$2,149,493 ■ FY17 Profit / Loss: <ul style="list-style-type: none"> ▪ \$13,901 ■ Beginning Fund Balance: <ul style="list-style-type: none"> ▪ \$38,201 ■ FY17 Ending Balance: <ul style="list-style-type: none"> ▪ \$52,102 ■ FY2022 Fund Balance: <ul style="list-style-type: none"> ▪ \$789,623

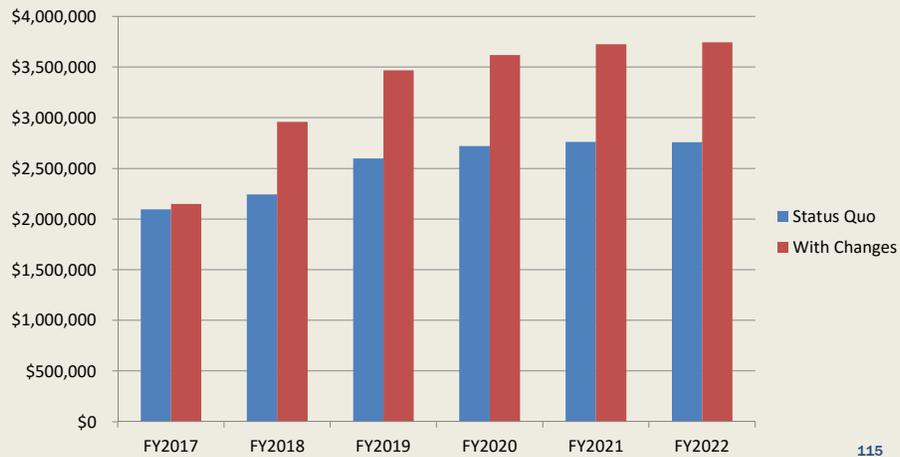
113



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PRO FORMA: EXPENDITURE COMPARISON

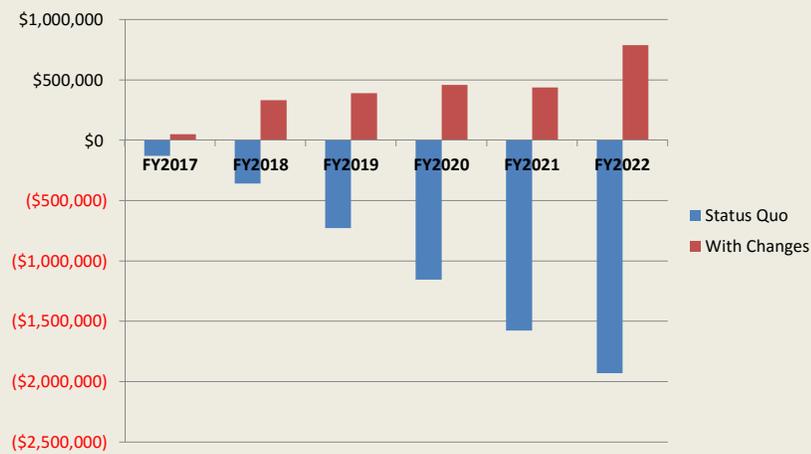
Parking Fund Expenditures FY2017-2022



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PRO FORMA: FUND BALANCE COMPARISON

Parking Fund Balance FY2017-2022



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**9. SCHEDULE FOR
REVIEW &
PRESENTATION TO CITY
COUNCIL**



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**TENTATIVE SCHEDULE FOR REVIEW &
PRESENTATION TO CITY COUNCIL**

- **September 8 @ 7PM: Public Forum #2 (Council Chambers)**
- September 15: Rates & Hours of Enforcement
- September 26: Time limits, Tickets, & Citations
- October 6: Meter Expansion, Resident Permits, Leases & Permits
- October 13: State Parking & Miscellaneous
- **October 17 @ 7PM: Public Forum – Park Committee Recommendations (Council Chambers)**
- October 20: Review of final pro forma
- December 12: City Council Presentation
- January 1: Implementation Start (Tentative)

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