

BUDGET SUMMARY**PARKING OPERATIONS**

PARKING METER FUNDS	2012 BUDGETED (CURRENT)	2012 ESTIMATED	2013 FISCAL BUDGET
REVENUE	\$1,772,966	\$1,823,347	\$1,703,256
EXPENDITURES	\$2,001,245	\$1,795,224	\$1,954,389
NET INCOME (LOSS)		\$28,123	(\$251,133)
BEGINNING WORKING CAPITAL		\$350,190	\$378,313
ENDING WORKING CAPITAL		\$378,313	\$127,180

MISSION

The mission of the Concord Police Department Parking Control Unit is to provide a safe, effective, and efficient use of City parking resources in coordination with pedestrian, vehicular, and alternative forms of transportation. This mission is a combined effort of parking regulation enforcement, parking meter and space allocation, and payment processing.

PARKING OPERATIONS**PROGRAM HIGHLIGHTS**SERVICE INDICATORS

	Actual <u>2010</u>	Actual <u>2011</u>	Estimated <u>2012</u>	Projected <u>2013</u>
Enforcement Activities				
<u>Citations Issued/Other Actions</u>				
• Overtime Parking Meter	26,706	21,758	23,000	26,500
• Time Zone Violations	1,837	935	1,100	1,265
• Meter Feeding Violations	24	12	15	50
• Overnight Violations	2,550	1517	0*	0
• Number of Vehicles Booted	71	38	32	40

*overnight parking ban removed from ordinance 07/01/11

Meter Repair Indicators

• Reported Coin Did Not Register	512	144	140	130
• Reported Meters Jammed	589	337	365	250
Actual Coin Related Problems	711	320	330	200

Parking Kiosk Indicators

• Coin Transactions	390,955	471,984	520,000
• Credit Card Transactions	129,287	174,162	191,062
• Parking Meter Debit Card	28,502	28,300	32,000

2013 GOALS

1. Work with the City Prosecutor's office to streamline the parking citation appeals process.
2. Continue to work with our counterparts to bring forth changes to the ability to register a motor vehicle that has any outstanding citations. This includes a group from Keene, Manchester, Milford, Portsmouth, Dover, and the University of New Hampshire.
3. Increase the use of the internal parking meter debit card by improving advertisement of the program.
4. Continue to work with Merrimack County Savings Bank and In Town Concord to bring about sweeping changes to the downtown dollar program, which would bring this program into a plastic format that would be accepted by our parking kiosks.
5. Facilitate a smooth construction process for both the Firehouse and Durgin Block Garages, keeping customers aware of progress, scope, and daily interaction with parking staff.
6. Develop the second phase of our parking signage package by increasing directional signs to parking facilities, including the Penacook Village.
7. Work with T2 and Cale systems on a pilot project to merge the enforcement of expired meters and tracking of Cale payment via one handheld unit.
8. Work to become less dependent on paper files and continue our effort to scan and attach records directly into the T2 Parking Management System, which is a hosted application and would not take up City server space.

2012 GOALS STATUS

1. Work with the Finance Department and City Council to determine whether to implement the process of withholding motor vehicle registrations of those residents with outstanding parking fines.
9-Month Status: Continue to be part of ongoing discussions with other towns and cities. The City of Keene has included three representatives and discussions will continue in April.

PROGRAM HIGHLIGHTS**PARKING OPERATIONS**

2. Work with the NH Department of Safety, Division of Motor Vehicles, to streamline the automation of license plate information from the State system into the Parking Management System. This would require a budget appropriation.
9-Month Status: The City of Manchester has completed testing. We will be entering discussions in late FY 2013 to potentially add Concord to this effort. Initial costs and ongoing costs associated per record have not yet been determined.
3. Benchmark the Parking Division against those in other communities in the New England Region.
9-Month Status: A salary comparison has been completed and we continue to develop the fines and fees section. Will be available to the Parking Committee in late FY 2012.
4. Implement the Cale pay-by-space system in the Capital Commons garage and remove existing equipment.
9-Month Status: The Cale pay-by-space system was successfully installed in the Capital Commons Garage. We continue to utilize its functionality for validated parking.
5. Implement the citywide overnight parking changes and winter parking ban changes.
9-Month Status: FY 2012 marked the end of the overnight parking prohibition. We have developed ordinances to deal with winter parking bans, maintenance bans, and street sweeping bans. We will continue to develop notification systems.
6. Develop the Parking Division's presence on the internet and utilize social networks such as Facebook to notify the public about parking bans.
9-Month Status: The Parking Division's Facebook page is up and running with slightly over 150 members. We continue to use this page for notifications on parking matters, other Police Department related items, and City items of interest to the general public.
7. Develop and map out the second phase of single space meter replacements.
9-Month Status: The Parking Division is developing a map of the southern part of the downtown, which will identify kiosk locations along with a potential cost structure. The map will be completed in June.

PARKING OPERATIONS**BUDGET DETAIL**

POLICE ENFORCEMENT AND COLLECT						
APPROPRIATIONS	2009 ACTUAL	2010 ACTUAL	2011 ACTUAL	2012 BUDGETED	2012 ESTIMATED	2013 FISCAL BUDGET
COMPENSATION	\$381,951	\$389,278	\$332,075	\$340,060	\$336,841	\$350,410
OUTSIDE SERVICES	\$32,078	\$29,211	\$90,877	\$103,360	\$130,287	\$120,950
SUPPLIES	\$18,774	\$13,330	\$13,563	\$35,350	\$20,700	\$35,700
VEHICLE MAINTENANCE	\$4,418	\$3,372	\$3,429	\$3,450	\$3,450	\$3,590
INSURANCES	\$8,211	\$9,479	\$8,610	\$11,320	\$11,480	\$11,190
CAPITAL OUTLAY	\$0	\$0	\$41,847	\$11,550	\$7,900	\$0
FRINGE BENEFITS	\$143,567	\$155,660	\$148,810	\$152,290	\$149,430	\$176,680
ADMIN OH PAYMENT TO GENERAL	\$68,250	\$66,150	\$66,150	\$66,150	\$66,150	\$96,150
REAL ESTATE TAX - LEASES	\$0	\$182	\$902	\$600	\$993	\$180
METER REPLACEMENT	\$5,812	\$0	\$0	\$0	\$0	\$0
DEBT SERVICE	\$129,531	\$244,831	\$244,238	\$321,087	\$321,087	\$340,260
Total	\$792,593	\$911,493	\$950,499	\$1,045,217	\$1,048,318	\$1,135,110

<u>POSITION TITLE</u>	<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>
Parking Manager	1.00	1.00	1.00	1.00
Police Officer	1.00	*0.00	0.00	0.00
Administrative Specialist I	1.00	1.00	1.00	1.00
Administrative Technician II	1.00	1.00	1.00	1.00
Parking Control Officers	4.60	4.60	4.60	4.60
Parking Maintenance Technician	<u>1.00</u>	<u>1.00</u>	<u>1.00</u>	<u>1.00</u>
Total	9.60	8.60	8.60	8.60

*Funding for one Police Officer position was moved from the Parking Fund to the General Fund in FY 2011.

BUDGET DETAIL**PARKING OPERATIONS**

PARKING OPERATIONS						
	2009 ACTUAL	2010 ACTUAL	2011 ACTUAL	2012 BUDGETED	2012 ESTIMATED	2013 FISCAL BUDGET
REVENUE						
METERED PARKING PENALTIES	\$267,456	\$239,616	\$324,471	\$336,000	\$390,000	\$390,000
TRANSFER FROM RESERVE	\$0	\$0	\$0	\$40,000	\$0	\$0
METER COLLECTIONS	\$373,562	\$381,110	\$493,629	\$514,000	\$530,400	\$534,000
PARKING SPACE RENTAL	\$6,265	\$8,413	\$6,713	\$6,000	\$783	\$2,000
MISC REVENUE NOT ANTICIPATED	\$1,314	\$400,266	\$3,617	\$19,525	\$160,525	\$500
INTEREST ON INVESTMENTS	\$8,069	\$808	\$1,083	\$1,200	\$300	\$1,000
Total	\$656,666	\$1,030,213	\$829,513	\$916,725	\$1,082,008	\$927,500
	2009 ACTUAL	2010 ACTUAL	2011 ACTUAL	2012 BUDGETED	2012 ESTIMATED	2013 FISCAL BUDGET
APPROPRIATIONS						
TRANSFERS OUT	\$3,000	\$3,000	\$64,900	\$66,000	\$6,000	\$3,000
Total	\$3,000	\$3,000	\$64,900	\$66,000	\$6,000	\$3,000

PARKING OPERATIONS**BUDGET DETAIL**

GENERAL SERVICES						
APPROPRIATIONS	2009 ACTUAL	2010 ACTUAL	2011 ACTUAL	2012 BUDGETED	2012 ESTIMATED	2013 FISCAL BUDGET
COMPENSATION	\$10,638	\$0	\$0	\$0	\$967	\$0
OUTSIDE SERVICES	\$70,300	\$70,300	\$70,300	\$73,600	\$75,400	\$75,400
SUPPLIES	\$67	\$0	\$0	\$0	\$0	\$0
INSURANCES	\$244	\$0	\$0	\$0	\$37	\$0
OVERHEAD\FRINGER BENEFITS	\$7,294	\$0	\$0	\$0	\$158	\$0
ADMIN TO POLICE/GEN SERVICES	\$8,240	\$7,830	\$5,560	\$5,540	\$5,540	\$5,730
Total	\$96,783	\$78,130	\$75,860	\$79,140	\$82,102	\$81,130

BUDGET DETAIL**PARKING OPERATIONS****PARKING OPERATIONS FIREHOUSE**

	2009 ACTUAL	2010 ACTUAL	2011 ACTUAL	2012 BUDGETED	2012 ESTIMATED	2013 FISCAL BUDGET
REVENUE						
PARKING RENTAL/LEASE	\$45,297	\$62,690	\$52,074	\$49,176	\$66,946	\$71,496
METER COLLECTIONS	\$31,725	\$31,306	\$50,267	\$54,000	\$54,000	\$55,080
Total	\$77,022	\$93,996	\$102,341	\$103,176	\$120,946	\$126,576

POLICE ENFORCEMENT AND COLLECT

	2009 ACTUAL	2010 ACTUAL	2011 ACTUAL	2012 BUDGETED	2012 ESTIMATED	2013 FISCAL BUDGET
APPROPRIATIONS						
REAL ESTATE TAXES - LEASES	\$4,629	\$8,404	\$13,291	\$6,429	\$6,762	\$7,074
DEBT SERVICE	\$73,208	\$70,850	\$69,243	\$66,649	\$66,649	\$64,703
Total	\$77,837	\$79,254	\$82,534	\$73,078	\$73,411	\$71,777

GENERAL SERVICES

	2009 ACTUAL	2010 ACTUAL	2011 ACTUAL	2012 BUDGETED	2012 ESTIMATED	2013 FISCAL BUDGET
APPROPRIATIONS						
COMPENSATION	\$3,979	\$4,402	\$4,101	\$4,200	\$6,040	\$6,150
OUTSIDE SERVICES	\$8,678	\$9,375	\$14,204	\$10,580	\$10,580	\$10,640
SUPPLIES	\$90	\$548	\$316	\$550	\$550	\$1,020
UTILITIES	\$14,092	\$13,249	\$12,826	\$11,901	\$11,830	\$11,950
INSURANCES	\$2,618	\$2,718	\$842	\$870	\$920	\$920
OVERHEAD\FRINGE BENEFITS	\$2,794	\$3,200	\$3,059	\$3,250	\$4,550	\$4,810
Total	\$32,251	\$33,493	\$35,348	\$31,351	\$34,470	\$35,490

PARKING OPERATIONS**BUDGET DETAIL****PARKING OPERATIONS DURGIN**

	2009 ACTUAL	2010 ACTUAL	2011 ACTUAL	2012 BUDGETED	2012 ESTIMATED	2013 FISCAL BUDGET
REVENUE						
PARKING RENTAL/LEASE	\$165,593	\$168,741	\$155,918	\$143,806	\$151,579	\$151,915
CAPITAL RESERVE PAYMENT	\$10,658	\$10,343	\$10,500	\$10,500	\$10,500	\$10,500
GARAGE PARKING CARD SALES	\$106,164	\$70,407	\$84,376	\$110,000	\$60,000	\$75,000
METER COLLECTIONS	\$67,835	\$67,616	\$85,958	\$90,000	\$98,820	\$100,800
Total	\$350,249	\$317,107	\$336,752	\$354,306	\$320,899	\$338,215

POLICE ENFORCEMENT AND COLLECT

	2009 ACTUAL	2010 ACTUAL	2011 ACTUAL	2012 BUDGETED	2012 ESTIMATED	2013 FISCAL BUDGET
REVENUE						
TRANSFER FROM RESERVE - DURGIN	\$0	\$0	\$2,744	\$2,744	\$2,744	\$2,744
Total	\$0	\$0	\$2,744	\$2,744	\$2,744	\$2,744

	2009 ACTUAL	2010 ACTUAL	2011 ACTUAL	2012 BUDGETED	2012 ESTIMATED	2013 FISCAL BUDGET
APPROPRIATIONS						
TRANSFER TO RESERVE - DURGIN	\$10,500	\$10,500	\$10,500	\$10,500	\$10,500	\$10,500
REAL ESTATE TAXES - LEASES	\$16,311	\$18,446	\$23,696	\$18,486	\$20,142	\$21,072
DEBT SERVICE	\$41,013	\$44,819	\$50,395	\$49,401	\$49,401	\$48,973
Total	\$67,824	\$73,765	\$84,591	\$78,387	\$80,043	\$80,545

GENERAL SERVICES

	2009 ACTUAL	2010 ACTUAL	2011 ACTUAL	2012 BUDGETED	2012 ESTIMATED	2013 FISCAL BUDGET
APPROPRIATIONS						
COMPENSATION	\$30,888	\$27,408	\$23,359	\$33,500	\$30,247	\$30,870
OUTSIDE SERVICES	\$11,904	\$16,403	\$15,446	\$14,765	\$14,600	\$15,570
SUPPLIES	\$820	\$34	\$878	\$500	\$500	\$970
UTILITIES	\$29,271	\$27,142	\$26,165	\$23,938	\$23,920	\$24,160
INSURANCES	\$2,891	\$5,749	\$6,344	\$6,510	\$6,530	\$6,340
OVERHEAD\FRINGE BENEFITS	\$3,749	\$4,469	\$3,914	\$4,640	\$4,560	\$5,380
Total	\$79,524	\$81,205	\$76,106	\$83,853	\$80,357	\$83,290

BUDGET DETAIL**PARKING OPERATIONS****PARKING OPERATIONS COMMONS**

	2009 ACTUAL	2010 ACTUAL	2011 ACTUAL	2012 BUDGETED	2012 ESTIMATED	2013 FISCAL BUDGET
REVENUE						
PARKING RENTAL/LEASE	\$110,924	\$140,611	\$153,343	\$168,615	\$228,020	\$237,921
METER COLLECTIONS	\$55,537	\$52,110	\$65,415	\$92,400	\$67,200	\$70,300
GARAGE PARKING CARD SALES	\$11,762	\$16,038	\$19,772	\$0	\$1,530	\$0
MISC REVENUE NOT ANTICIPATED	\$0	\$0	\$0	\$135,000	\$0	\$0
Total	\$178,223	\$208,758	\$238,530	\$396,015	\$296,750	\$308,221

POLICE ENFORCEMENT AND COLLECT

	2009 ACTUAL	2010 ACTUAL	2011 ACTUAL	2012 BUDGETED	2012 ESTIMATED	2013 FISCAL BUDGET
APPROPRIATIONS						
OUTSIDE SERVICES	\$12,477	\$18,336	\$14,721	\$0	\$0	\$0
REAL ESTATE TAXES - LEASES	\$17,550	\$20,504	\$16,482	\$14,525	\$11,779	\$51,237
SUPPLIES	\$2,178	\$2,343	\$2,858	\$0	\$0	\$0
DEBT SERVICE	\$159,561	\$240,096	\$301,825	\$301,914	\$301,914	\$329,790
BOND COSTS	\$0	\$0	\$0	\$135,000	\$0	\$0
Total	\$191,766	\$281,279	\$335,886	\$451,439	\$313,693	\$381,027

GENERAL SERVICES

	2009 ACTUAL	2010 ACTUAL	2011 ACTUAL	2012 BUDGETED	2012 ESTIMATED	2013 FISCAL BUDGET
APPROPRIATIONS						
COMPENSATION	\$82	\$0	\$92	\$0	\$0	\$0
OUTSIDE SERVICES	\$22,340	\$23,651	\$22,814	\$31,655	\$20,160	\$27,150
SUPPLIES	\$922	\$968	\$2,382	\$1,200	\$1,500	\$1,500
UTILITIES	\$56,317	\$38,475	\$28,347	\$26,685	\$23,800	\$24,040
INSURANCES	\$9,033	\$9,510	\$10,329	\$11,960	\$11,710	\$11,540
OVERHEAD/FRINGE BENEFITS	\$17,217	\$15,470	\$13,248	\$21,280	\$19,660	\$18,790
Total	\$105,911	\$88,075	\$77,212	\$92,780	\$76,830	\$83,020

PARKING OPERATIONS

BUDGET DETAIL

BUDGET DETAIL**PARKING OPERATIONS**

The FY 2013 Parking Fund budget maintains current service levels to the community and includes CIP expenditures in both the Durgin and Firehouse Block Garages. During FY 2012, the Parking Fund reached a milestone of one million transactions through its parking kiosk units. The installation of the kiosks was the single largest change to the parking landscape over the past decade and this project has exceeded expectations.

During FY 2012, the Parking Fund had budgeted for two small CIP projects in the Firehouse and Durgin Block Garages. The projects, when reviewed by engineers and construction groups, grew in scope to levels outside of the budgeted amount. The projects will not be completed in FY 2012 and have been moved to a bonded CIP in FY 2013.

In FY 2013, the Firehouse Block Garage will undergo extensive work to both stair towers and replacement of the drainage stand pipes. This project will replace and repair concrete stair towers, stair treads and hand rails; and drainage pipes in the facility. The Durgin Block Garage will have repair work done on all stair towers, the elevator, and drain pipes. Both garages will remain open during construction and parking disruptions are expected to be minimal.

The lifting of the overnight parking ban went into full effect during the winter of FY 2012 and, with the very mild winter, we did not encounter any problems with staffing during these incidents. We will continue to monitor the winter ban, maintenance, and emergency bans to facilitate a smooth response and provide practical advance notice to residents.

Beginning in FY 2013, the Parking Division has a full-time Parking Enforcement Officer vacancy. In an effort to fill this vacancy, we have hired a temporary Parking Enforcement Officer who is scheduled to be with us until mid-August. At the conclusion of the summer months, we will review this position and may opt to fill it with two part-time positions rather than a full-time position.

The Parking Fund had been projected to begin a couple of years with a negative fund balance. However, this outlook has changed, due, in part, to the Capital Commons Garage refinance and the additional lease spaces in the garage. The financial outlook will continue to be closely monitored. The Parking Committee will be requested to assist in assessing future additions of meter locations, enforcement times, fine schedules and fees.