

BUDGET SUMMARY**PARKING OPERATIONS**

PARKING METER FUNDS	2013 BUDGETED (CURRENT)	2013 ESTIMATED	2014 BUDGET
REVENUE	\$1,703,256	\$1,660,580	\$2,044,792
EXPENDITURES	\$1,954,389	\$1,873,858	\$2,116,685
NET INCOME (LOSS)		(\$213,278)	(\$71,893)
BEGINNING WORKING CAPITAL		\$286,193	\$72,915
ENDING WORKING CAPITAL		\$72,915	\$1,022

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

PROGRAM HIGHLIGHTS**PARKING OPERATIONS**SERVICE INDICATORS

	Actual <u>2011</u>	Actual <u>2012</u>	Estimated <u>2013</u>	Projected <u>2014</u>
Enforcement Activities				
<u>Citations Issued/Other Actions</u>				
• Overtime Parking Meter	21,758	22,951	20,560	23,000
• Time Zone Violations	935	1,233	1,500	1,600
• Meter Feeding Violations	12	17	20	50
• Overnight Violations	1,517	0	0	0
• Winter Ban Violations	0	103	240	170
• Number of Vehicles Booted	38	35	55	45
Meter Repair Indicators				
• Reported Coin Did Not Register	144	170	185	150
• Reported Meters Jammed	337	407	372	350
• Actual Coin Related Problems	320	380	346	250
Parking Kiosk Indicators				
• Coin	390,955	477,475	444,350	437,000
• Credit Card Transactions	139,287	186,502	187,900	193,500
• Parking Meter Debit	28,502	29,363	26,750	30,000

2014 GOALS

1. Develop asset manuals for each garage and surface parking location to include, but not limited to, spaces, signage, equipment, and maintenance.
2. Develop, in conjunction with the Public Properties Superintendent, guidelines for facility preventative maintenance and budget accordingly in the CIP and Parking Fund operating budgets.
3. Provide updated parking information on the Parking web page, Facebook page and in person to business and community members during the Downtown Complete Streets Project.
4. Increase the visibility of the City parking meter debit card program through cost effective social media advertising and promotion to the downtown community.
5. Develop parking sign inventory and maintenance request tracking tools to better facilitate replacement of worn, damaged or missing signage.

2013 GOALS STATUS

1. Work with the City Prosecutor's office to streamline the parking citation appeals process.
9-Month Status: We are currently utilizing a first level mediation for parking citation appeals with the second level appeal to the District Court. This has been working well for all involved and we will continue to monitor its progress going forward into FY 2014.

PARKING OPERATIONS**PROGRAM HIGHLIGHTS**

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.
9-Month Status: Currently the group is working to bring the New England Parking Council on board with making this recommendation to the State of New Hampshire to withhold the registration at the State level. Initial feedback is that this should be done at the City/Town level and not at the State. We will continue to stay involved in this discussion.
3. Increase the use of the internal parking meter debit card by improving advertisement of the program.
9-Month Status: New meter debit cards have been received and we will be working to distribute a flyer in the downtown area to advertise. Initial discussions during contract negotiations with State employees have included stipend payments for parking, as previous contracts once contained. We will continue to follow this so that we have a supply of cards in order to facilitate if needed.
4. Continue to work with Merrimack County Savings Bank (MCSB) 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.
9-Month Status: Currently MCSB has not located a vendor that can handle this project and it has fallen down the priority list for In Town Concord. We will continue to monitor this discussion.
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.
9-Month Status: Firehouse Block Garage stair towers have been completed. We distributed notices of construction to abutters prior to the project. Durgin Block Garage construction has been pushed forward to FY 2015. We will be actively posting information during construction on the City website, Parking web and Facebook pages, and by distributing updates to downtown constituents.
6. Develop the second phase of our parking signage package by increasing directional signs to parking facilities, including the Penacook Village.
9-Month Status: This project has not yet begun and will likely rollover into a FY 2014 goal, as listed in FY 2014 Goal #1.
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.
9-Month Status: T2 chose to partner with a different vendor and they are currently in a testing phase with these devices. We will continue to monitor this project.
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.
9-Month Status: During this fiscal year we have not created any new paper files. We continue working to scan previous files.

PROGRAM HIGHLIGHTS**PARKING OPERATIONS**

POLICE ENFORCEMENT AND COLLECT						
	2010 ACTUAL	2011 ACTUAL	2012 ACTUAL	2013 BUDGETED	2013 ESTIMATED	2014 BUDGET
REVENUE						
TRANS FROM CAP PROJ FUND-CCO	\$0	\$0	\$8,717	\$0	\$0	\$0
Total	\$0	\$0	\$8,717	\$0	\$0	\$0
APPROPRIATIONS						
COMPENSATION	\$389,278	\$332,075	\$334,926	\$350,410	\$319,210	\$351,210
OUTSIDE SERVICES	\$29,211	\$90,877	\$132,722	\$120,950	\$121,580	\$123,050
REAL ESTATE TAX - LEASES	\$182	\$902	\$1,023	\$180	\$117	\$120
SUPPLIES	\$13,330	\$13,563	\$19,411	\$35,700	\$32,800	\$34,200
VEHICLE MAINTENANCE	\$3,372	\$3,429	\$3,357	\$3,590	\$3,880	\$4,200
INSURANCES	\$9,479	\$8,610	\$9,884	\$11,190	\$10,360	\$10,280
CAPITAL OUTLAY	\$0	\$41,847	\$7,900	\$0	\$0	\$30,000
DEBT SERVICE	\$244,831	\$244,238	\$321,086	\$340,260	\$341,564	\$321,750
FRINGE BENEFITS	\$155,660	\$148,810	\$153,560	\$176,680	\$144,040	\$176,800
ADMIN OH PAYMENT TO GENERAL	\$66,150	\$66,150	\$66,150	\$96,150	\$96,150	\$96,150
Total	\$911,493	\$950,499	\$1,050,018	\$1,135,110	\$1,069,701	\$1,147,760

<u>POSITION TITLE</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>
Parking Manager	1.00	1.00	1.00	*0.00
Parking Supervisor	0.00	0.00	0.00	*1.00
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	1.00	1.00	1.00	1.00
Total	8.60	8.60	8.60	
8.60				

* Parking Manager position eliminated and Parking Supervisor position added in FY 2014.

PARKING OPERATIONS**BUDGET DETAIL**

PARKING OPERATIONS						
	2010 ACTUAL	2011 ACTUAL	2012 ACTUAL	2013 BUDGETED	2013 ESTIMATED	2014 BUDGET
REVENUE						
METERED PARKING PENALTIES	\$239,616	\$324,471	\$394,736	\$390,000	\$368,600	\$360,000
TRANSFER FROM RESERVE	\$0	\$0	\$0	\$0	\$0	\$130,000
METER COLLECTIONS	\$381,110	\$493,629	\$534,527	\$534,000	\$528,000	\$534,000
PARKING SPACE RENTAL	\$8,413	\$6,713	\$687	\$2,000	\$1,866	\$2,033
MISC REVENUE NOT ANTICIPATED	\$400,266	\$3,617	\$9,715	\$500	\$750	\$500
INTEREST ON INVESTMENTS	\$808	\$1,083	\$264	\$1,000	\$550	\$600
Total	\$1,030,213	\$829,513	\$939,928	\$927,500	\$899,766	\$1,027,133
APPROPRIATIONS						
TRANSFERS OUT	\$3,000	\$64,900	\$6,000	\$3,000	\$3,000	\$3,000
Total	\$3,000	\$64,900	\$6,000	\$3,000	\$3,000	\$3,000

BUDGET DETAIL**PARKING OPERATIONS**

GENERAL SERVICES						
APPROPRIATIONS	2010 ACTUAL	2011 ACTUAL	2012 ACTUAL	2013 BUDGETED	2013 ESTIMATED	2014 BUDGET
COMPENSATION	\$0	\$0	\$2,614	\$0	\$390	\$0
OUTSIDE SERVICES	\$70,300	\$70,300	\$70,300	\$75,400	\$70,300	\$75,300
INSURANCES	\$0	\$0	\$80	\$0	\$20	\$0
ADMIN TO POLICE/GEN SERVICES	\$7,830	\$5,560	\$5,540	\$5,730	\$5,730	\$5,730
OVERHEAD\FRINGE BENEFITS	\$0	\$0	\$535	\$0	\$320	\$0
Total	\$78,130	\$75,860	\$79,069	\$81,130	\$76,760	\$81,030

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

	2010 ACTUAL	2011 ACTUAL	2012 ACTUAL	2013 BUDGETED	2013 ESTIMATED	2014 BUDGET
REVENUE						
PARKING RENTAL/LEASE	\$62,690	\$52,074	\$48,963	\$71,496	\$71,287	\$83,760
METER COLLECTIONS	\$31,306	\$50,267	\$52,675	\$55,080	\$50,000	\$53,600
Total	\$93,996	\$102,341	\$101,637	\$126,576	\$121,287	\$137,360

POLICE ENFORCEMENT AND COLLECT

	2010 ACTUAL	2011 ACTUAL	2012 ACTUAL	2013 BUDGETED	2013 ESTIMATED	2014 BUDGET
APPROPRIATIONS						
REAL ESTATE TAXES - LEASES	\$8,404	\$13,291	\$7,569	\$7,074	\$6,678	\$6,880
DEBT SERVICE	\$70,850	\$69,243	\$66,649	\$64,703	\$64,686	\$82,750
Total	\$79,254	\$82,534	\$74,218	\$71,777	\$71,364	\$89,630

GENERAL SERVICES

	2010 ACTUAL	2011 ACTUAL	2012 ACTUAL	2013 BUDGETED	2013 ESTIMATED	2014 BUDGET
APPROPRIATIONS						
COMPENSATION	\$4,402	\$4,101	\$6,202	\$6,150	\$5,140	\$7,340
OUTSIDE SERVICES	\$9,375	\$14,204	\$9,605	\$10,640	\$10,640	\$14,175
SUPPLIES	\$548	\$316	\$259	\$1,020	\$1,020	\$1,070
UTILITIES	\$13,249	\$12,826	\$13,202	\$11,950	\$11,900	\$12,200
INSURANCES	\$2,718	\$842	\$872	\$920	\$900	\$950
OVERHEAD\FRINGE BENEFITS	\$3,200	\$3,059	\$4,677	\$4,810	\$4,350	\$5,760
Total	\$33,493	\$35,348	\$34,817	\$35,490	\$33,950	\$41,495

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

	2010 ACTUAL	2011 ACTUAL	2012 ACTUAL	2013 BUDGETED	2013 ESTIMATED	2014 BUDGET
REVENUE						
PARKING RENTAL/LEASE	\$168,741	\$155,918	\$122,750	\$151,915	\$153,632	\$154,134
CAPITAL RESERVE PAYMENT	\$10,343	\$10,500	\$10,500	\$10,500	\$10,500	\$10,500
GARAGE PARKING CARD SALES	\$70,407	\$84,376	\$62,108	\$75,000	\$53,000	\$65,000
METER COLLECTIONS	\$67,616	\$85,958	\$103,606	\$100,800	\$109,000	\$110,000
Total	\$317,107	\$336,752	\$298,964	\$338,215	\$326,132	\$339,634

POLICE ENFORCEMENT AND COLLECT

	2010 ACTUAL	2011 ACTUAL	2012 ACTUAL	2013 BUDGETED	2013 ESTIMATED	2014 BUDGET
REVENUE						
TRANSFER FROM RESERVE	\$0	\$2,744	\$2,744	\$2,744	\$2,744	\$2,744
Total	\$0	\$2,744	\$2,744	\$2,744	\$2,744	\$2,744

	2010 ACTUAL	2011 ACTUAL	2012 ACTUAL	2013 BUDGETED	2013 ESTIMATED	2014 BUDGET
APPROPRIATIONS						
REAL ESTATE TAXES - LEASES	\$18,446	\$23,696	\$20,362	\$21,072	\$19,882	\$20,480
DEBT SERVICE	\$44,819	\$50,395	\$49,401	\$48,973	\$49,026	\$175,490
TRANSFER TO RESERVE - DURGIN	\$10,500	\$10,500	\$10,500	\$10,500	\$10,500	\$10,500
Total	\$73,765	\$84,591	\$80,263	\$80,545	\$79,408	\$206,470

GENERAL SERVICES

	2010 ACTUAL	2011 ACTUAL	2012 ACTUAL	2013 BUDGETED	2013 ESTIMATED	2014 BUDGET
APPROPRIATIONS						
COMPENSATION	\$27,408	\$23,359	\$30,063	\$30,870	\$29,410	\$33,450
OUTSIDE SERVICES	\$16,403	\$15,446	\$14,372	\$15,570	\$15,570	\$29,355
SUPPLIES	\$34	\$878	\$247	\$970	\$970	\$1,010
UTILITIES	\$27,142	\$26,165	\$25,393	\$24,160	\$20,500	\$21,010
INSURANCES	\$5,749	\$6,344	\$6,234	\$6,340	\$6,240	\$6,770
OVERHEAD\FRINGE BENEFITS	\$4,469	\$3,914	\$5,202	\$5,380	\$6,320	\$7,090
Total	\$81,205	\$76,106	\$81,512	\$83,290	\$79,010	\$98,685

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

	2010 ACTUAL	2011 ACTUAL	2012 ACTUAL	2013 BUDGETED	2013 ESTIMATED	2014 BUDGET
REVENUE						
PARKING RENTAL/LEASE	\$140,611	\$153,343	\$175,870	\$237,921	\$237,921	\$237,921
METER COLLECTIONS	\$52,110	\$65,415	\$66,422	\$70,300	\$72,500	\$73,000
GARAGE PARKING CARD SALES	\$16,038	\$19,772	\$1,697	\$0	\$230	\$0
TRANS FROM SEARS BLOCK TIF	\$0	\$0	\$0	\$0	\$0	\$227,000
MISC REVENUE NOT ANTICIPATED	\$0	\$0	\$208,519	\$0	\$0	\$0
Total	\$208,758	\$238,530	\$452,508	\$308,221	\$310,651	\$537,921

POLICE ENFORCEMENT AND COLLECT

	2010 ACTUAL	2011 ACTUAL	2012 ACTUAL	2013 BUDGETED	2013 ESTIMATED	2014 BUDGET
APPROPRIATIONS						
REAL ESTATE TAXES - LEASES	\$20,504	\$16,482	\$23,975	\$51,237	\$48,331	\$49,780
OUTSIDE SERVICES	\$18,336	\$14,721	\$0	\$0	\$0	\$0
SUPPLIES	\$2,343	\$2,858	\$0	\$0	\$0	\$0
BOND COSTS	\$0	\$0	\$67,929	\$0	\$0	\$0
DEBT SERVICE	\$240,096	\$301,825	\$301,914	\$329,790	\$331,284	\$308,510
Total	\$281,279	\$335,886	\$393,818	\$381,027	\$379,615	\$358,290

GENERAL SERVICES

	2010 ACTUAL	2011 ACTUAL	2012 ACTUAL	2013 BUDGETED	2013 ESTIMATED	2014 BUDGET
APPROPRIATIONS						
COMPENSATION	\$0	\$92	\$0	\$0	\$0	\$0
OUTSIDE SERVICES	\$23,651	\$22,814	\$17,898	\$27,150	\$27,150	\$35,965
SUPPLIES	\$968	\$2,382	\$870	\$1,500	\$6,200	\$4,200
UTILITIES	\$38,475	\$28,347	\$23,328	\$24,040	\$20,000	\$20,500
INSURANCES	\$9,510	\$10,329	\$11,754	\$11,540	\$11,920	\$10,510
OVERHEAD\FRINGE BENEFITS	\$15,470	\$13,248	\$15,093	\$18,790	\$15,780	\$19,150
Total	\$88,075	\$77,212	\$68,944	\$83,020	\$81,050	\$90,325

BUDGET DETAIL

PARKING OPERATIONS

PARKING OPERATIONS**FUNDING IMPACT**

The FY 2014 Parking Fund budget maintains current service levels to the community.

In FY 2013, a CIP project was completed in the Firehouse Garage. This involved a rehabilitation of the North State Street and Green Street stair towers. In FY 2014, the stair towers will be enclosed in an effort to extend the life of the recent rehabilitation and to improve customer service to parking garage users.

In FY 2013, the Durgin Block Garage experienced several urgent repairs that centered on structural steel and handrails on the stair towers. The CIP program calls for major renovations to the garage with an anticipated start date of April 2015. The Parking Division, in cooperation with the Public Properties Superintendent, will continue to monitor the Durgin Block Garage and make maintenance repairs as needed prior to the commencement of the renovation project in FY 2015.

The FY 2014 budget includes funding to replace an aging Parking pickup truck. The current 2001 Ford Ranger is experiencing increased maintenance costs, has lost its four wheel drive capabilities and is likely to not meet NH Safety Inspection requirements soon. This vehicle is used on a daily basis for meter and kiosk collection and maintenance.

In FY 2014, the Parking Division will be involved with the Downtown Complete Streets Project. The staff will work closely with project managers to ensure kiosks are relocated as necessary. Parking staff will also be visible and ready to assist the motoring public and downtown merchants with parking issues as they arise.

The Parking Manager and Police Department command staff continues to examine staffing levels within the Parking Division. Existing staffing levels with the inclusion of a seasonal temporary parking enforcement officer is adequate for FY 2014.

The Parking Fund and its anticipated future CIP expenditures will need to examine the possibility of increased revenue. The Parking Manager and Parking Committee will be asked to explore expanded kiosk locations, increased enforcement times, and fines and fees during FY 2014.