



**PARKING AUTHORITY BOARD
REGULAR MEETING MINUTES
Tuesday, December 27, 2016**

I. CALL TO ORDER and INTRODUCTION OF GUESTS

A regular meeting of the Manitou Springs Parking Authority Board was held on Tuesday, December 27, 2016, in Council Chambers @ 606 Manitou Avenue. Vice Chair Minch called the meeting to order at 8:33am. The following were in attendance:

PRESENT: Board Member JAY BEETON
Vice Chair NEALE MINCH
Board Member JOY PORTER
Board Member SUSAN WOLBRUECK

ABSENT: Chair BILL KOERNER (excused)

STAFF: Michelle Anthony, Senior Planner
Dane Lyon, SP+ Senior Manager
Matt Edmonstone, SP+ Facility Manager

GUESTS: Sharman Treweeke, Cotton Club
L'Aura Montgomery Williams, Lane Mitchell Jewelers
Mike Graham, Ruxton's Trading Post
Tim Haas, Garden of the Gods Trading Post and Downtown Businesses
Shelley Cobau, Public Services Director
Karole Campbell, MadWoman Marketing

II. APPROVAL OF MINUTES

ITEM 1. November 29, 2016

MOTION:

Board Member Wolbrueck moved to approve the November Minutes as presented.

SECOND:

Board Member Porter seconded the motion.

DISCUSSION:

There was no further discussion regarding the motion.

VOTE:

Motion passed, 4-0.

III. PUBLIC COMMENT ON NONAGENDA ITEMS

Mike Graham reported since the two-hour parking had been implemented in the first block of Ruxton Avenue there had been better turnover and an 8-9% increase in sales in early July. He stated this change had been a big help to his business, but the system was not perfect. Mr. Graham noted parkers were able to wait until the initial parking period had expired and then could pay for another two hours and this was at the same, \$1/hour rate. He indicated he had been told that the PEOs had no way of knowing which cars had been in placed longer than two hours, only if they were paid or unpaid.

Discussion regarding this issue ensued. SP+ representatives were asked to look into whether the system could recognize license plates so parkers would not be allowed to pay for a new, two hour period or extend once they had parked for the initial two hours in a 24-hour period. Ms. Anthony noted the Complus handheld ticket writers had electronic chalk capability and this should be able to be utilized to track vehicles parked for more than 2 hours in this area, paid or not. SP+ was asked to look into this issue and report back at the next meeting, or earlier if possible.

Council Liaison Todd mentioned if you paid via phone, you were blocked from extending or renewing another 2 hours.

L'Aura Williams stated she had a unique perspective in that her business was both in Colorado Springs and Manitou Springs. She apologized for complaining about the parking system and realized she should participate and not just complain, so would be applying for appointment to the board. Ms. Williams stated her Colorado Springs store was always sending customers to Manitou Springs, so the City was benefitting from the taxes on those sales. She said she heard what people said about the parking every day, all day, and it was important the board have that feedback.

Board member Minch encouraged Ms. Williams to apply to the board and asked what feedback she could provide.

Ms. Williams continued she realized the business representation on the board was lacking and felt it was her civic duty to step in and help. She had been reviewing the last year of meeting minutes and some discussions had bothered her, but realized there was no one providing another perspective.

Board member Beeton noted the City had been advertising for the two, business board openings since before he was appointed and invited anyone who owned a business and lived in Manitou Springs to apply.

Board member Porter noted the board was a recommending body, so final decisions were not up to it.

Tim Haas asked if the provision board members had to be residents could be changed. Ms. Anthony replied she believed this was a requirement in the City Charter, so didn't believe it was a simple change.

Mr. Grahams stated other boards he was familiar with could, under Colorado law, appoint people who owned a business or property, but didn't have to be a resident.

Council Liaison Todd stated the PAB could take up this issue and ask City Council for a change, or he could take this up as a Councilperson.

Mr. Haas asked the board to look into this issue. Staff was asked to confirm what the provision was in the City Code and what it would take to change this, and ask the City Attorney to advise regarding this. The Board asked this be on the next meeting agenda.

Sharman Treweeke stated she supported going to a three-hour maximum time limit on Manitou Avenue. She felt as long as the Incline was operating, parking was going to be an issue.

Board member Beeton noted the Incline Friends had just updated their website regarding Incline parking and use, which he had been asking about for some time. He lived on Fairview and the operation impacted residents' lives. Mr. Beeton stated control of the Incline through parking policy was the wrong way to go. He felt the City should rework the Incline Management Plan and the IGA with Colorado Springs. Mr. Beeton suggested business owners give input to the City Council as the issues with the Incline could not be addressed through parking management.

Board member Porter stated it was important to balance the needs of the neighborhoods and the businesses.

Board Member Minch stated it was not clear to him there was a consensus regarding restricting parking downtown to 2-3 hours.

Mr. Graham stated the statistics provided by SP+ were flawed because of the issues in the parking equipment/system. Hikers beat shoppers to parking and shoppers don't come back – not because of cost but because of hassle.

Board member Wolbrueck stated she was reluctant to change parking to three hours. She questioned what impact this would have on downtown visitors and what other businesses would think impacts would be.

Mr. Haas remarked the Business Improvement District was preparing to survey the downtown and that might be a good time to ask about changes at the top of Ruxton and the significant impacts to business. He felt consistent regulation, universally applied resulted in a better experience for guests.

Board member Beeton questioned if there would be the same problems and would all the people present be having the discussion if the Incline were being managed.

Mr. Graham asked how the City had gone from allowing three hours of parking to 12 hours and questioned what other towns would think that was a good idea.

Ms. Anthony noted before implementation of paid parking, with the tiered rate system, there were consistent complaints about visitors not being able to park for longer without receiving a ticket and there were constant debates about how long or short the time limit should be. The idea was to allow a range of parking options and give the customers choices, while still encouraging turnover.

Mr. Haas stated another option to deal with the Incline parking would be to only allow parking in two-hour increments and eliminate the mobile option so anyone wanting to extend would have to physically be in the downtown.

Board member Minch asked SP+ to provide information on time limits in other Cities in which they manage parking. He noted he used the mobile app almost exclusively and that is provided real convenience.

Board member Wolbrueck noted the ability to cheat the system also needed to be addressed.

Mr. Graham asked to participate in the survey being done by the Chamber as he felt the Chamber was biased toward the longer parking timeframes. Mr. Haas and Ms. Lewis told him his input was welcome.

Board member Minch asked about how the Chamber was going to ensure a good cross-section of responses. Chamber Director Lewis indicated she was going to personally walk the survey to each business and try to leave with the information filled out.

Board member Beeton stated a good survey was basically an interview and it needed to be smartly designed to get answers to the issues.

Ms. Williams noted as destination businesses – both Lane Mitchell Jewelers and Ruxton's Trading Post – her and Mr. Graham's perspectives may be different than other retail and restaurant businesses downtown.

Mr. Graham stated the biggest issue was the Incline. The hikers were getting the most valuable parking in town and the Wichita lot needed to be decked. He was advised to make these comments to the Metro District, who was looking at building a parking structure at the Wichita Lot, which they owned.

Board member Minch asked what the timetable on the survey was. Ms. Lewis stated the following week.

Board member Wolbrueck encouraged businesses to educate their customers about parking and not complain to them – that was counter-productive for the City and the business itself. She noted she had asked the Public Services Director to attend the meeting because of comments the previous week on social media regarding snow removal and she thought those issues might come up.

Public Services Director Shelley Cobau advised the City had three crews operating during snow events and outlined how the snow removal process worked. She noted snow on sidewalks was the property owners' responsibility, except she understood the BID hired someone to do this for all the downtown properties. She asked all sidewalk snow be pushed to the gutters so plows could then remove from the street. Ms. Cobau indicated it was difficult to plow if there were vehicles in parking spaces and allowing parking downtown for 12 hours concerned her. She also noted the restriction on overnight parking downtown had been removed.

Ms. Anthony stated the restriction was still in place, but the City had not enforced this for many years.

Ms. Williams spoke about snow removal in her block of Manitou Avenue and the treacherous conditions that existed – crosswalks at the curbs weren't getting plowed, nor were the spaces between the bump-outs. Ms. Cobau advised the snowplows were not able to get into some of the parking areas or get close to some areas of curblines. She indicated she would work with the BID snow removal personnel to see if they could both address this issue.

Ms. Cobau related she was in town the previous Saturday at 6am and was surprised at the number of cars already parked downtown.

Ms. Wolbrueck noted one reason the City implemented no overnight parking was the number of RVs who were parking overnight on the Avenue and blocking what could be criminal activity at storefronts. She suggested before changing anything, the reasons for not having overnight parking and why enforcement was stopped should be looked into.

Staff was asked to look into the issues with street-sweeping and plowing in relation to allowing overnight parking.

Council Liaison Todd encouraged those present to participate in the January 24 worksession on the future of parking.

Board member Minch mentioned the PAB might need to move its January meeting to earlier in the month to prepare for that worksession. He thanked everyone present for their input and noted the meeting needed to move on to other items on the agenda.

IV. OLD BUSINESS

ITEM 2. Update Regarding Barr Trail Parking Lot Reimbursement System for Barr Campers and Hikers and Consideration of Recommendation to City Council

Dane Lyon, SP+, related the parking office was getting a new credit card terminal to allow reimbursements with the number (instead of having to have the card) and had set up the petty cash system.

Matt Edmonstone, SP+, stated they could do reimbursements by cash, checks and credit card and had caught up with the backlog of refunds.

Board member Porter stated she had been up to the Barr lot several times recently and no one seemed to be using it. In fact, she had told a tourist who thought it was free parking because the kiosk was covered they needed a reservation or could receive a ticket.

SP+ was asked to look at the signage in the lot to determine if it was too small or needed to be augmented with some temporary postings.

Council Liaison Todd suggested putting a flag or some attention getting indicator on the signs.

Board member Minch noted there were plenty of vehicles parking at the Iron Springs Chateau, so the lack of use was not due to a lack of parking demand. He suggested the grace period for first time offenses be extended to the end of March. The board consensus supported this to allow the public to learn more about the reservation system.

Board member Beeton asked how users were getting information on the reservation system. Discussion ensued about putting the instructions in the parking lot. Staff noted the website to the reservation system was already posted in the lot.

At this time, there was no further discussion regarding making a recommendation to the City Council about changing or adding options for reimbursement of the parking fee to Barr Camp hikers and campers. Staff noted SP+ would be working on the code system to allow people with a reservation at Barr Camp to get their discount up-front when they made a parking reservation.

V. NEW BUSINESS

ITEM 3. Discussion and Response to City Council Regarding Parking-Related Items on Hiawatha Gardens Property

Ms. Anthony presented the memo listing the questions to the PAB from City Council and her staff responses. Board discussion regarding each item ensued.

The board asked Staff to put discussion regarding event use of the Hiawatha Parking Lot on a future agenda, as the fee needed to be updated now that the lot was no longer being leased and there may be a cost difference for users who provided their own control vs. the parking office being tasked with this. Ms. Anthony also noted the board should look at event policy on other lots, such as the City employee lot.

Board member Minch asked the members look at the items in the staff memo and provide comments to Ms. Anthony within the next week. He advised the information the Hiawatha working group had been gathering was starting to be compiled and this information was needed for the report to City Council. The City Council Worksession was scheduled for February 28, 2017.

VI. OTHER BUSINESS

ITEM 4. Discussion Regarding the Future of Our Parking System Worksession on January 24, 2017 with City Council

Following a brief discussion regarding the importance of capacity planning, the requested parking and transportation website being a priority, and the potential information coming from the Chamber survey, the Board agreed members should review the information provided in their packet and be prepared to discuss further at the next meeting.

Board member Beeton stated he wondered if there was a clear goal between the board and the Council regarding what was trying to be achieved. It was suggested the draft parking-related sections from Plan Manitou be included in the next month's packet for review and discussion related to this item.

Board member Minch suggested the meeting be moved a week earlier in order to allow the board to prepare for the worksession with Council and ensure if there was information which needed to be in the Council packet this could be provided in time to have it included.

The board consensus was to move the meeting to Tuesday, January 17, 2017. Ms. Anthony indicated she would send an email out confirming this date and making sure everyone on the board was aware of the change.

VII. UPDATES

- Barr Lot Reservation System – SP+
This item was discussed earlier in the meeting.
- Ordinance Changing Board Name and Updating Vacancy Appointment Procedures – postponed until after January 24, 2017, City Council Worksession
- PODs and Dumpsters Ordinance and Revised Fees – adopted
- Ordinance Adopting Traffic Engineer Regulations (Attorney Comments under Staff Review)
- Initial Draft of Operating Procedures Document (Attorney Comments under Staff Review)
Staff noted this was one of the items included in the board packets to be discussed at the City Council worksession on January 24.
- Shuttle Operations
- Incline Management Committee (Last Meeting Minutes provided)
- Parking Management Report
It was noted the number of citations had increased and the board asked for more information as to the source and if this was due to the additional citations associated with RPP areas or was there an increase in citations overall. The board asked for an item to be placed on the February agenda to discuss “surprise” or unscheduled “Free Parking” days.
- Financial Report
The board discussed the chart showing revenue. Board member Minch indicated this was something the board needed to monitor as he was concerned revenue decreases would not cover the shuttle operations. He noted interesting data showing an increase in revenues while the Incline was closed and wondered about sales tax data during this same period.

VIII. FUTURE AGENDA ITEMS

- 2-hour parking 1st Block of Ruxton (January Meeting)
- RFP for Ticket Collection Services
- Initial Draft Changes to the Parking Authority Board Section in the Municipal Code
- Worksession on Long-Range Parking Planning
- Downtown or Near Downtown Resident Parking Study (Long-Range and Continuing)
- Downtown Employee Parking Study (Long-Range)
- Scope for Transit Planning RFP

IX. ADJOURNMENT

Hearing no further business before the Board, Vice Chair Minch adjourned the meeting at 11:15am.