



**PARKING AUTHORITY BOARD  
REGULAR MEETING MINUTES  
Tuesday, February 28, 2017**

**I. CALL TO ORDER and APPROVAL OF AGENDA**

A regular meeting of the Manitou Springs Parking Authority Board was held on Tuesday, February 28, 2017, in Council Chambers, 606 Manitou Avenue. Chairman Koerner called the meeting to order at 8:30am. The following were in attendance:

- PRESENT:** Chair BILL KOERNER  
Board Member JAY BEETON  
Vice Chair NEALE MINCH  
Board Member JOY PORTER  
Board Member SUSAN WOLBRUECK  
Board Member L'AURA WILLIAMS
- ABSENT:** None
- STAFF:** Michelle Anthony, Senior Planner  
Sherri Johnson, SP+ Facility Manager  
Dane Lyon, SP+ Senior Manager  
Joe Leung, SP+ Regional Manager  
Leslie Lewis, Chamber of Commerce Director
- GUESTS:** Council Liaison Becky Elder  
Tim Haas, BID Board Liaison  
Lisa Quintana, Chamber Board Liaison  
Brian Ratterree, Iron Springs Chateau  
Mike Graham, Ruxton's Trading Post  
Dale Latty, Citizen

Chairman Koerner asked everyone present to introduce themselves. The Board welcomed L'Aura Williams to her first meeting as a member. Board Member Minch noted the new Business Improvement District and Chamber Board liaisons, Tim Haas and Lisa Quintana, were presented.

Valerie Rosenkrantz introduced herself and indicated she was applying for appointment to the board. Ms. Anthony advised when she believed that appointment would be scheduled before Council.

There were no changes to the agenda as published.

**II. APPROVAL OF MINUTES**

**ITEM 1.** January 17, 2017

**MOTION:**

Board Member Minch moved to approve the January Minutes as presented.

**SECOND:**

Board Member Beeton seconded the motion.

**DISCUSSION:**

There was no further discussion regarding the motion.

**VOTE:**

Motion passed, 5-0. (Board Member Williams abstained as she was not yet on the board in January.)

**III. PUBLIC COMMENT ON NONAGENDA ITEMS**

Mr. Graham remarked that he recently paid for an hour of parking downtown and used the renew by phone. When he received the notice his time was about to expire, the app indicated his renewal would be a \$2/hour, but since he only had paid for the initial hour the rate should have been \$1. Mr. Graham stated he actually didn't object to phone extension being charged more, but felt he should advise the board of the problem. SP+ agreed to look into this with ParkMobile, the pay-by-phone provider.

Board Member Williams noted she had saved a similar message she received that advised a \$2/hour charge.

Board Member Minch completed a transaction via phone and advised the actual charge put on his credit card was for \$1, so the message might just need to be changed.

Mr. Graham further stated that the issue of people being able to pay \$1 an hour when they parked for more than 3 hours was wrong. Mr. Leung noted that this was a software issue with the manufacturer of the meters and not something that SP+ could do anything about, although he agreed it was not a good situation. The Board wondered if this issue wasn't also being experienced in other communities and if the manufacturer was working on a fix. SP+ was asked to look into this and advise the manufacturer regarding this issue.

**IV. OLD BUSINESS**

There was no Old Business to discuss.

**V. NEW BUSINESS**

**ITEM 2.** Discussion Regarding Chamber Survey of Downtown Business and Direction Regarding Follow-up Action Steps

Ms. Anthony presented the Staff memo dated February 24, 2017, regarding the Chambers survey which outlined a number of issues and provided some Staff responses and comments.

Ms. Lewis addressed the process and some of the survey results. She indicated surprise the survey found merchants did not indicate the Incline hikers were taking customer parking like had been heard in previous years. She also thought there was going to be a push for time-limited parking; noting a number of businesses didn't see the benefit of parking turnover. One business indicated 2016 was the worse year they had in 17 years of operation.

Board Member Williams indicated the timing of the survey might have effected comments in regard to the turnover issue. She felt a restriction to two-hour parking would hurt business but three hours was a better amount of time for customers.

Board Member Wolbrueck noted she had not received the survey questions as had been requested. Ms. Lewis noted the questions were provided in the summary.

Board Member Wolbrueck stated that the term “turnover” had not been defined, so perhaps that caused some of the comments due to a lack of understanding. Ms. Lewis stated she and Board Member Minch had taken the surveys to each businesses personally. Some they were able to fill out with the merchants at that time; some did have to be picked up the next day.

Board Member Porter asked what was the purpose of the survey and was this explained to people being asked to take it. Ms. Lewis stated they were informed the survey was to gauge the general feeling about parking and that the results would be presented to the board.

Board Member Wolbrueck stated she was surprised the Chamber would do a survey about parking, but did not come to the board or the City Council to see if there was information they would like to know so it could be included. She noted the Chamber also didn't ask SP+ regarding some good survey questions to include. Board Member Wolbrueck indicated that didn't mean she didn't think the board should review the survey and there could be some great results from it, but she hoped there would be more group input in the future. Ms. Lewis noted the subject was emotional for many businesses, but she understood the comments and was not averse to coordination in the future.

Mr. Graham asked how responses were gained from businesses that were closed; was there any effort to reach those owners. He noted he had been out of town and believed he had emailed his survey. Ms. Lewis responded the Chamber emailed surveys to some owners and went back to some businesses that were closed initially in person. She noted this was why there were a few surveys received after the first summary was distributed.

Mr. Graham asked specifically how businesses on Ruxton were handled, as some of them were closed for a period of time. Board Member Minch noted that an additional 9 surveys had come in, he believed at least some were from Ruxton businesses, and these had made a very small difference in the survey results. The summary provided in the Board packet did include all the surveys.

Board Member Beeton remarked that there wasn't much anyone could do now about the methodology of the survey, so he suggested moving on with reviewing the information.

Mr. Graham stated that there was a survey a year earlier and 60% of the merchants had wanted two-hour parking and the City had allowed 12-hour parking. Ms. Anthony questioned the accuracy of that statement, noting that the last parking survey she was aware of by the City there had been a similar split among respondents wanting two-hour, three-hour and no time limit on parking.

Chairman Koerner stated the board needed to move on with the discussion.

Mr. Graham stated the sales in retail shops were down until the Incline was closed for several months. He felt that the survey would have different results if given in August and the board just found out that people can renew for up to 12 hours for \$2 an hour by phone.

Chairman Koerner asked Ms. Anthony to continue with review of the staff memo.

Board Member Minch noted there were a lot of comments other than the survey responses and they had attempted to group those by category in the back of the summary.

Board Member Wolbrueck indicated she had walked around to a number of merchants with the survey and felt that education was needed. She asked if SP+ would perhaps host a breakfast or some get-togethers with specific topics to help educate businesses. Discussion among the board members, SP+ representatives and Ms. Lewis ensued. Mr. Leung suggested putting together “did you know” information that could be provided to the businesses on topics that would help them to understand and answer questions and also provide a hand-out they could give to customers with questions.

Ms. Lewis stated another important item that came out of the survey was how much the businesses did not know about the parking program or how the machines work. Putting together something to give to them that they could use and/or hand out to customers would be helpful.

Mr. Leung noted there is information and statistics that can be provided to highlight the effect of turnover to businesses.

Board Member Minch stated business and visitor information sheets should be developed. He suggested making these simple to understand and SP+ should work with the Chamber in developing them.

Board Member Wolbrueck asked that a draft be provided by the next board meeting.

Board Member Williams stated, as a business owner, it was not her responsibility to educate the public about parking. She indicated 80% of remarks she heard indicated people wouldn't come or come back to Manitou Springs because they had to pay or didn't want to look for parking. People didn't realize there was free parking. Board Member Williams stated there was not enough signage to notify visitors about free parking and direct them there.

Board Member Beeton stated what was missing was the variety of approaches to informing people. He indicated it took 5-8 exposures of a message for people to absorb it and signage was one way to expose information. A website and other, thoughtful approaches were needed to more fully get the message out.

Board Member Porter mentioned she frequently spoke with visitors on Ruxton and at the Barr Trail Parking Lot about parking and many did not know about the free parking and the shuttle.

Chairman Koerner stated businesses benefit by educating customers and being able to answer questions; it was in their best interests. Board Member Williams responded they should be part of providing information, but the responsibility should not entirely be the businesses. The board agreed that was not being suggested, but providing businesses information and resources so they were better able to educate their customers was being discussed.

Mr. Graham stated people don't read the instructions and people could not be forced to read instructions. Mr. Leung stated there were lots of ways to educate customers and one was to provide information before they even got in the car to come to Manitou Springs. He stated it was important to get a website that was comprehensive and interactive; that was a key starting component of educating the visitors and the businesses.

Chairman Koerner stated there needed to be an information and education program with heavy Chamber and Planning involvement. Board Member Minch agreed getting the visitor and business content drafted would be a good start.

Board Member Williams asked if visitors to the Chamber were being provided information on the free parking and the shuttle. Ms. Lewis stated they were and people coming for the Incline were being told to park at the Hiawatha and either walk or ride the shuttle.

Chairman Koerner noted the next item on the agenda was discussion about free parking days.

Mr. Haas stated his opinion was the decking of the Wichita Lot needed to be the City's top priority. Ms. Anthony clarified that this was not the City's property, nor was it the City's project and businesses in the downtown needed to interact with the Metro District about this being a priority and how to get it done. Discussion ensued about decking the lot; it was suggested that perhaps the City could lease the lot from the Metro District and do the project.

Board Member Wolbrueck asked who should apply pressure to the Metro District. Ms. Anthony replied it should be the people who pay into the district.

Chairman Koerner stated that if it was necessary the City could take some parking revenue and put toward that project. Metro and the City could work together. He asked what it would take to have SP+ put together a proposal to partner to deck the lot.

Board Member Wolbrueck remarked that the parking program brought in \$800,000 the previous year and the board was begging for money for a website and that was wrong. Chairman Koerner indicated that issue needed to be taken to City Council; money was coming in from parking but parking was not seeing the benefit.

Mr. Graham remarked he went to the Metro Board meeting about two months ago and the members were shocked that anyone from the public was there. He stated parking structures are usually private enterprises and pay for themselves in seven years. He was surprised that the parking revenues were going into the General Fund and not an enterprise.

Mr. Leung noted, in regard to things like a website, SP+ can bill back for that kind of extra service if that made paying for them easier.

Board Member Minch noted discussions with the Metro Board needed to occur to see how the City could help facilitate the parking structure.

Council Liaison Elder noted that the Council did not fund a parking website because there was discussion about whether there should be separate websites, or one website that included the Chamber and served everyone.

Mr. Graham asked rhetorically who was going to research parking before taking a vacation. There were many comments indicating this was not an unusual practice when people knew they were visiting someplace.

Board Member Beeton stated the City would see the benefits of a functional website immediately.

Ms. Quintana stated she did not want to see a parking structure on the Wichita lot.

Mr. Haas stated a garage would be the biggest economic driver possible for the community and supported having a garage in the location where it would provide the most benefit and serve the most people.

Mr. Graham stated the only other possible location would be the Wheeler House. Ms. Lewis noted that was currently affordable housing.

Staff moved to the next item in the memo regarding the Incline.

The board agreed management of the Incline was needed, but there was no plan at the moment. The 4rd and final phase of repairs needed to be accomplished, which were funded and would likely happen in 2017. It was stated that the time to negotiate a management plan was now, not when the repairs were completed.

Board Member Minch indicated he was going to present data on the benefit of the Incline to the Chamber Board and would share that with the PAB.

Ms. Quintana remarked regarding Sunday parking that she didn't think there was a real expectation that it would be free, but more education was needed and this also spoke to the consistency of regulation.

Ms. Anthony spoke about the potential for downtown employee parking at the elementary school during the summer. She stated she would re-initiate this discussion with School District 14 and then, if there was interest, could talk to the Community Congregational Church. She felt that working with the Church parking lot would be much more difficult as the church's needs would have to be coordinated.

In regard to allowing permit parking in the RPP areas, Ms. Anthony noted that the City had been anticipating a report on the status of all the RPP areas and this would also provide information on if there was capacity for employee or out-of-area resident permits. SP+ was asked to make this report at the March meeting and to focus on availability in the areas during daytime hours of 8am to 6pm.

Ms. Anthony continued reviewing the staff memo in regard to local resident parking benefits. She noted the previous proposal and discussion regarding implementing a SmartCard program. She suggested bringing that proposal back to the board in March.

Board Member Wolbrueck stated supported some amount of free parking – perhaps the 30 minutes and more in the off-season. Board members questioned what was the off-season anymore.

Board Member Porter remarked she was not sure free parking downtown was what the City needed to do.

Ms. Lewis stated there were ideas for promotions, such as Mani-Tuesdays – residents could park for free and there could be other specials offered at downtown shops and restaurants.

Council Liaison Elder noted she was aware of a handicapped resident who was not able to take the shuttle and complained that there were not enough ADA spaces in the downtown.

Board Member Williams suggested a sticker for Manitou residents and registration with the Parking Office.

Mr. Graham suggested stopping charging for parking at 4pm on Tuesdays.

Discussion ensued regarding the issue any time there was free parking, employees moved into the spaces in front of businesses.

Board Member Wolbrueck suggested seeing what residents felt about the change to the three-hour free parking.

Board Member Minch suggested a plan needed to be developed that could be implemented.

Ms. Lewis left the meeting at 10:18am.

Discussion regarding signs ensued. Board Member Minch stated employing a sign expert could be valuable.

Board Member Williams indicated there were also some simple solutions, such as having a sign directing people to the free parking and other lots put out when the Wichita Lot was full. Ms. Anthony indicated she would forward that suggestion to the Metro District.

Chairman Koerner noted at some point, signs become clutter.

Board Member Wolbrueck asked if SP+ could provide sign feedback with suggestions before the City looked at hiring a sign professional. Mr. Lyon stated a sign study was currently on his To Do list and he would bring information to the next meeting about what was posted now and his suggestions regarding what is needed. Mr. Lyon also noted that SP+ had a Signage and Wayfinding expert they could bring in simply for the cost of the flight and accommodations.

Discussion ensued about ending enforcement earlier. The board supported ending enforcement at 6pm year round and directed that this would be part of the package of recommendations which would be voted on at the March meeting.

Discussion ensued about the three-hour free parking and mainly involved the issues with the meter software not tracking parking and allowing people to pay for additional hours without paying the escalated rate.

Board Member Williams suggested Monday through Thursday go back to the three-hour free parking. She noted she told customers when there was free parking; this was a marketing tool and brought in business. Board Member Williams stated the streets were empty during the week this time of year.

Mr. Graham supported going from 15 minutes to 30 minutes free, but stated the board was spending a lot of time on what amounted to a \$1 an hour. Board Member Williams agreed it was only a \$1 an hour, but perception was the larger issue.

Ms. Quintana remarked the City had written 1/3 more tickets in January 2017 than in January 2016. Chairman Koerner stated the increased fine amount wasn't necessarily entirely attributable to more tickets, but fines on Ruxton had been raised and parking fines in the RPP areas has also been increased.

Chairman Koerner asked what the consensus was regarding the three-hour free parking.

Board Member Wolbrueck stated the City had spent a lot of money to provide free parking and a shuttle and she wanted to see more data before making a decision about going back to allowing free parking downtown.

Ms. Quintana recommended allowing free three-hour parking Monday through Thursday in the off season. The avenue was empty and she didn't see it made any difference if people parked close to their businesses.

It was agreed SP+ would provide data and the board would continue to discuss this issue at the March meeting. Ms. Anthony noted the off-season would be over before a change could be implemented, so this was really a discussion about what would happen this fall and winter.

Mr. Haas stated taking baby steps was a good thing and not trying to do too much all at once. He supported the 30 minutes free, developing locals' incentives, and ending enforcement/paid parking at 6pm.

It was noted the on-season was basically April to October and the off-season was November through March. Board Member Williams indicated she felt the off-season could be more January through April.

Mr. Graham asked if the board was going to make a motion to ask City Council for the parking proceeds. Chairman Koerner stated there needed to be some preparation of Council members first.

Council Liaison Elder noted that the board was being renamed to include "transportation" and this was a walking community. She felt that the walking component was missing. Cars were the problem and bringing in more might not be a well thought-out solution.

Discussion regarding change machines ensued. Staff asked SP+ to price more and better change machines.

Board Member Williams asked why the meters were programmed for hour increments – why not 15 or 30 minute increments in order to let people tailor their time more. It was agreed that this could be looked into.

Discussion regarding enforcement ensued.

Board Member Wolbrueck stated she liked when PEOs came to the meeting so board members and the public could meet them and the board could hear their input. She felt inconsistent or the perception of inconsistent enforcement was a problem.

Board Member Porter stated consistency was important and she wanted to be cautious about directing not to enforce, but did want to trust the judgement of the PEOs.

Discussion regarding re-establishing a warning policy ensued.

Board Member Minch stated issuing warnings would provide for a friendlier approach for people who forgot to pay or simply ran out of time and didn't make it back before a ticket was issued.

Board Member Wolbrueck stated she wasn't sure it worked for people to know they wouldn't get a ticket if they didn't pay, at least the first time.

Mr. Lyons noted the dismissal rate for Manitou Springs was quite high compared to other communities and a significant number of tickets were dismissed. He noted the PEOs couldn't distinguish between someone parked five minutes past the expiration time or someone who hadn't paid to start with.

Ms. Johnson noted if a warning was given, then the citation writers would not allow a second warning to be issued for the same offense.



Board Member Williams stated warnings should be issued first.

Ms. Anthony noted dismissal of a ticket required the parker to come in and complain about the ticket, which a warning didn't. They were two, very different actions.

It was agreed SP+ would provide data on tickets and how many would be warnings at the March meeting so that the board could consider whether to make a recommendation to implement warnings or not.

Board Member Minch advised waiting another month to make recommendation delayed action and statistically the first quarter of the year drove the entire year.

Board Member Wolbrueck indicated she was hesitant to make decisions and recommendation without adequate information and data.

Mr. Leung did agree information would be valuable as there were a lot of changes being looked at.

Ms. Quintana stated enforcement was out of control and that was why she volunteered to be the Chamber liaison. She said the PEOs were out whenever there was a nice day getting as many tickets as they could. She related an incident on Martin Luther King Day when a PEO cussed at her. Ms. Quintana stated the PEO had come back and apologized and she wasn't out to get anyone fired, but this was an example of enforcement being out of control. Ms. Anthony stated if Ms. Quintana did not make a complaint, how could she expect anything to be done. She indicated there was no justification for a PEO to swear at a business owner or a visitor.

Board Member Minch agreed the board needed to look at data and the impacts of any recommendations at the next meeting.

Board Members supported going from 15 minutes free 4x a day to 30 minutes 2x.

Chairman Koerner asked staff about the parking around Memorial Park always being full and where people using the park were parking. Ms. Anthony responded she was aware that this area with SunWater, the free parking at Hiawatha, and City Hall had gotten to be very congested.

**ITEM 3.** Discussion and Recommendation Regarding Unscheduled "Free Parking" Days (9:45-9:55am)

## **VI. OTHER BUSINESS**

**ITEM 4.** Discussion and Direction Regarding Planning for 2017 Bicycle Promotion Days (9:55-10:15am)

**ITEM 5.** Discussion Regarding Request for Designated On-Street Parking in 600 Block of Manitou Avenue for Police or Other City Employees (10:15-10:30am)

*Items 3, 4 and 5 were moved to the March meeting agenda.*

**VII. UPDATES**

- Follow-up on February 1, 2017, Joint Meeting of PAB and Metro District
- Ordinance Changing Board Name and Updating Vacancy Appointment Procedures – *Second Reading postpone to March 7, 2017*
- Website and Parking ID project
- Shuttle Operations
- Hiawatha Gardens – *On City Council Worksession February 28, 2017 @ 6:00pm*
- Incline Management Committee Minutes
- Metro Board Minutes
- Monthly Parking Management Report – *Information in Board packets and updates provided by SP+*

There was no discussion regarding the above items.

**VIII. FUTURE AGENDA ITEMS**

There was no discussion regarding future agenda items.

**IX. ADJOURNMENT**

Hearing no further business before the Board, Chairman Koerner adjourned the meeting at 11:41am.