



Parking District Services

Approved FY18 Budget
\$27,777,906

Full Time Equivalents
48.53

Mission Statement

The mission of Parking District Services is to:

- Support the role of public parking in commercial areas throughout the County. Parking management is an important tool for achieving public objectives of economic development and transportation management;
- Support the comprehensive development of the Silver Spring, Bethesda, and Wheaton central business districts and promote their economic growth and stability by supplying a sufficient number of parking spaces to accommodate that segment of the public demand which is neither provided for by development nor served by alternative travel modes;
- Promote and complement a total transportation system through the careful balance of rates and parking supply to encourage the use of the most efficient and economical transportation modes available; and
- Develop and implement parking management strategies designed to maximize the usage of the available parking supply in order to enhance the economic development of specific central business districts.

Budget Overview

The total approved FY18 Operating Budget for the Parking Districts is \$27,777,906, an increase of \$429,144 or 1.57 percent from the FY17 Approved Budget of \$27,348,762. Personnel Costs comprise 18.86 percent of the budget for 53 full-time position(s) and no part-time position(s), and a total of 48.53 FTEs. Total FTEs may include seasonal or temporary positions and may also reflect workforce charged to or from other departments or funds. Operating Expenses account for the remaining 81.14 percent of the FY18 budget.

In addition, this department's Capital Improvements Program (CIP) requires Current Revenue funding.

Linkage to County Result Areas

While this program area supports all eight of the County Result Areas, the following are emphasized:

- ◆ **An Effective and Efficient Transportation Network**
- ◆ **A Responsive, Accountable County Government**
- ◆ **Strong and Vibrant Economy**

Department Performance Measures

Performance measures for this department are included below (where applicable), with multi-program measures displayed at the front of this section and program-specific measures shown with the relevant program. The FY17 estimates reflect funding based on the FY17 approved budget. The FY18 and FY19 figures are performance targets based on the FY18 approved budget and funding for comparable service levels in FY19.

Initiatives

- ★ Consolidate the Montgomery Hills Parking Lot District (PLD) into the Silver Spring PLD
- ★ Develop and test the viability of using License Plate Reader (LPR) technologies for parking access control at the Woodmont Corner Garage in Bethesda.
- ★ Establish a parking guidance system directing visitors to the Capital Crescent and Bethesda/Elm Garages. New "dynamic signage" will be installed at key decision points in the Bethesda downtown area. Signage will display real-time space availability and hourly rates to assist motorists in locating a parking facility with available spaces and evaluate pricing options.
- ★ Expansion of the Garage Advertisement Program, which allows businesses to deliver customized messages to patrons, to additional Parking Lot District garages and surface lots.

Accomplishments

- ✔ Managed the Wheaton Redevelopment Project from the Schematic Design stage to the 50% Construction Documents design stage, including the addition of two floors, a geothermal system, and environmental remediation, and waterproofing for the underground garage. At the same time, managed the interior design process for seven user agencies, and coordination with multiple county agencies and other government agencies such as WMATA and SHA.
- ✔ Four additional electric vehicle (EV) charging stations were installed in garages in Bethesda, Silver Spring, and Wheaton. These new stations bring the total number of EV charging stations in County-owned parking facilities to 12 stations (24 spaces).
- ✔ Launched a new responsive design for the Division of Parking Management homepage. The website enhances the visitor's experience by enabling content to be viewed through the use of multiple devices such as mobile, laptop, or desktop computer.
- ✔ Drafted a campaign, designed and launched the PARK(ing) Day webpage. PARK(ing) Day is an annual, global event to provide residents, businesses, and organizations an opportunity to temporarily transform metered parking spaces into fun, park-like spots to stimulate conversations about the use of the urban landscape.

Innovations and Productivity Improvements

- ★ For the first time, a Demand Pricing approach was used to set parking rates at three (3) Bethesda garages. Parking rates were increased to \$1.00 per hour at three (3) high demand parking garages in Bethesda (St. Elmo, Woodmont, and Bethesda Avenue Garages). All other garages remained at \$0.80 per hour. The goal is to optimize the use of existing parking resources by redistributing parking demand.
- ★ The new Wheaton Reedie/Grandview Ave. Garage will feature LED lighting fixtures, EV charging stations, low emission vehicles preferred parking spaces, and increased security measures through additional cameras and security call buttons. The Wheaton Office building will be the first Leadership in Energy and Environmental Design (LEED) Platinum certified government facility in Maryland featuring a geothermal system and solar panels in the roof areas.

Program Contacts

Contact Jose Thommana of the Parking Districts at 240.777.8732 or Corey Orlosky of the Office of Management and Budget at 240.777.2762 for more information regarding this department's operating budget.

Program Descriptions

☀ Administration

This program supports the Parking Services program objectives through the management of Information Technology and customer service to optimize organizational effectiveness and the delivery of services to the public. Additionally, the program strategically plans for all components of the re-development of Parking Lot District (PLD) real property to promote the economic growth and stability of associated urban districts. The program's responsibilities are for drafting and releasing Requests for Development Proposals; generating property appraisals; negotiations and overseeing the execution of General Development Agreements; and Purchase Sales Agreements, including related development documents. The program also leads project management efforts including design and construction of PLD real property as part of mixed-use re-development projects.

FY18 Approved Changes	Expenditures	FTEs
FY17 Approved	2,025,844	6.80
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	(1,243,494)	(1.00)
FY18 Approved	782,350	5.80

☀ Financial Management

The Financial Management Program has overall responsibility for the recordation, reconciliation, and audit of all parking district revenue. In addition, this program has primary responsibility for the development and execution of the Division Budget and Capital Improvements Program in coordination with other programs and the associated 6 Year Fiscal Cash Flows for the Parking Lot District Enterprise Funds. Also included are Accounts Payable activities and all procurement actions. It is also responsible for revenue bond debt, fixed assets, and utilities programs. This program serves as the primary point of contact for the Department of Finance in the preparation of the annual financial statements of the three Parking Lot District enterprise funds and in responding to any inquiries from the auditors of those statements.

Program Performance Measures	Actual FY15	Actual FY16	Estimated FY17	Target FY18	Target FY19
Customer satisfaction rate for Parking Lot Districts (PLDs) ¹	N/A	2.91	N/A	3.00	N/A
Parking Management cost efficiency (ratio of expenses to revenues)	57	61	85	94	90
Parking Management revenue generated (\$ millions)	42.9	43.5	33.0	35.3	35.5
Parking Management operating expenditures (\$ millions)	24.6	26.3	28.0	28.6	28.6

¹ Rating on a scale of 1 to 4 with 4=best

FY18 Approved Changes	Expenditures	FTEs
FY17 Approved	7,928,019	5.10
Technical Adj: Other Professional Services	19,881	0.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	1,358,622	1.90
FY18 Approved	9,306,522	7.00

☀ Engineering and Capital Management

The Capital Projects Team provides engineering and project Management for the design and construction of new parking facilities, including mixed-use projects. The program also includes renovating and improving existing parking facilities to ensure the preservation and integrity of the parking system and its continued service to the public. This program also evaluates energy usage

and recommends and implements improvements that reduce the amount of energy used by off-street facilities. The Planning Team administers advertising in PLD garages, outreach to users, and the Division's innovation initiatives. Additionally, the program participates in planning for all components of the growth and redevelopment of PLD properties to promote economic growth and stability of associated urban districts. This is done using short-term demand studies and long-term strategic plans and usage projections. The Maintenance Team provides the maintenance of all parking lots, garages, and surrounding grounds. Facilities maintenance is programmed at a level which is designed to ensure the operational integrity of the facilities and the safety of parking patrons. Maintenance of parking facilities includes: snow and ice removal; housekeeping services; equipment maintenance for elevators, electrical systems, and heating, ventilation, and air conditioning systems (HVAC); facility repairs for maintenance of damaged glass, asphalt, concrete, plumbing, painting, space stripes, graffiti, doorframes, brick and block, meter posts, and woodwork due to vandalism, use, and age; and grounds-keeping services.

FY18 Approved Changes	Expenditures	FTEs
FY17 Approved	6,438,144	21.40
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	231,916	(0.90)
FY18 Approved	6,670,060	20.50

Parking Operations

This unit has overall responsibility for the collection and processing of all parking revenue, including revenue from individual meters, automated pay stations, cashiered facilities, parking permits, and parking fines. Additionally it provides support to the Mass Transit Fund in the processing of bus revenue for deposit. The program is also responsible for the management of the parking citation database and provides management of the appeal process for all parking tickets written within the County. Parking Operations maintains regularly scheduled parking enforcement patrols in all Parking Lot Districts (PLDs), residential permit areas outside the PLDs, and other designated County facilities. In addition, this program provides a comprehensive meter maintenance program to ensure all meter devices function properly. Augmenting the public safety mission of the County Police, this unit also provides contract security guard services for parking facilities to detect and report theft, vandalism, and threats to personal security. Security support is also provided by the Silver Spring Clean and Safe Team. Parking Operations also manages and executes the Parking Outside the Parking Districts Program funded by the County's General Fund.

FY18 Approved Changes	Expenditures	FTEs
FY17 Approved	10,956,755	15.23
Increase Cost: Security contract	33,948	0.00
Increase Cost: Security contract	25,644	0.00
Increase Cost: Security contract	7,164	0.00
Technical Adj: Other Miscellaneous Operating Expenses	(19,881)	0.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	15,344	0.00
FY18 Approved	11,018,974	15.23

BUDGET SUMMARY

	Actual FY16	Budget FY17	Estimate FY17	Approved FY18	%Chg Bud/App
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PARKING DISTRICT - BETHESDA

BUDGET SUMMARY

	Actual FY16	Budget FY17	Estimate FY17	Approved FY18	%Chg Bud/App
EXPENDITURES					
Salaries and Wages	1,609,984	1,637,679	1,614,640	1,656,092	1.1 %
Employee Benefits	572,538	593,867	582,231	612,605	3.2 %
Parking District - Bethesda Personnel Costs	2,182,522	2,231,546	2,196,871	2,268,697	1.7 %
Operating Expenses	7,004,984	7,992,313	8,014,820	8,034,571	0.5 %
Capital Outlay	13,405	0	0	0	—
Debt Service Other	4,830,444	4,574,348	4,592,348	4,633,604	1.3 %
Parking District - Bethesda Expenditures	14,031,355	14,798,207	14,804,039	14,936,872	0.9 %
PERSONNEL					
Full-Time	29	29	29	29	—
Part-Time	0	0	0	0	—
FTEs	20.84	20.39	20.39	19.88	-2.5 %
REVENUES					
Investment Income	23,239	39,990	38,690	66,330	65.9 %
Land Sale	0	0	0	900,000	—
Miscellaneous Revenues	545,547	284,120	284,120	284,120	—
Parking Fees	13,506,869	14,105,081	14,105,081	15,555,081	10.3 %
Parking Fines	3,320,459	3,250,000	3,250,000	3,250,000	—
Property Rentals	772,278	40,000	40,000	160,000	300.0 %
Property Tax	(204,625)	0	0	0	—
Parking District - Bethesda Revenues	17,963,767	17,719,191	17,717,891	20,215,531	14.1 %

PARKING DISTRICT - SILVER SPRING

EXPENDITURES					
Salaries and Wages	1,655,491	1,802,310	1,723,838	1,889,648	4.9 %
Employee Benefits	583,972	658,483	581,504	691,859	5.1 %
Parking District - Silver Spring Personnel Costs	2,239,463	2,460,793	2,305,342	2,581,507	4.9 %
Operating Expenses	8,385,357	8,637,324	8,787,628	8,851,735	2.5 %
Capital Outlay	13,405	0	0	0	—
Parking District - Silver Spring Expenditures	10,638,225	11,098,117	11,092,970	11,433,242	3.0 %
PERSONNEL					
Full-Time	20	20	20	21	5.0 %
Part-Time	0	0	0	0	—
FTEs	24.58	24.30	24.30	25.23	3.8 %
REVENUES					
Facility Rental Fees	(108)	0	0	0	—
Fire Code Enforcement Permits	(28)	0	0	0	—
Investment Income	65,121	95,840	126,480	222,240	131.9 %
Miscellaneous Revenues	10,624,511	0	0	0	—

BUDGET SUMMARY

	Actual FY16	Budget FY17	Estimate FY17	Approved FY18	%Chg Bud/App
Parking Fees	10,866,047	10,661,253	10,661,253	10,706,253	0.4 %
Parking Fines	1,819,110	1,869,689	1,869,689	1,897,689	1.5 %
Property Rentals	7,515	0	0	0	—
Property Tax	(395,535)	0	0	0	—
Parking District - Silver Spring Revenues	22,986,633	12,626,782	12,657,422	12,826,182	1.6 %

PARKING DISTRICT - MONTGOMERY HILLS

EXPENDITURES

Salaries and Wages	35,801	39,355	31,032	0	-100.0 %
Employee Benefits	11,147	11,514	17,291	0	-100.0 %
Parking District - Montgomery Hills Personnel Costs	46,948	50,869	48,323	0	-100.0 %
Operating Expenses	30,161	33,398	35,239	0	-100.0 %
Parking District - Montgomery Hills Expenditures	77,109	84,267	83,562	0	-100.0 %

PERSONNEL

Full-Time	0	0	0	0	—
Part-Time	0	0	0	0	—
FTEs	0.47	0.42	0.42	0.00	-100.0 %

REVENUES

Investment Income	1,608	4,270	3,160	0	-100.0 %
Miscellaneous Revenues	(833)	0	0	0	—
Parking Fees	37,710	45,000	45,000	0	-100.0 %
Parking Fines	36,538	28,000	28,000	0	-100.0 %
Property Tax	135	0	0	0	—
Parking District - Montgomery Hills Revenues	75,158	77,270	76,160	0	-100.0 %

PARKING DISTRICT - WHEATON

EXPENDITURES

Salaries and Wages	272,984	275,322	265,203	281,955	2.4 %
Employee Benefits	97,755	103,519	103,323	107,129	3.5 %
Parking District - Wheaton Personnel Costs	370,739	378,841	368,526	389,084	2.7 %
Operating Expenses	777,036	989,330	1,000,411	1,018,708	3.0 %
Parking District - Wheaton Expenditures	1,147,775	1,368,171	1,368,937	1,407,792	2.9 %

PERSONNEL

Full-Time	3	3	3	3	—
Part-Time	0	0	0	0	—
FTEs	3.44	3.42	3.42	3.42	—

REVENUES

Investment Income	4,346	7,140	8,550	14,660	105.3 %
Miscellaneous Revenues	69,814	0	0	0	—

BUDGET SUMMARY

	Actual FY16	Budget FY17	Estimate FY17	Approved FY18	%Chg Bud/App
Parking Fees	938,053	815,000	815,000	725,000	-11.0 %
Parking Fines	432,622	511,000	511,000	476,000	-6.8 %
Property Tax	(57,482)	0	0	0	—
Parking District - Wheaton Revenues	1,387,353	1,333,140	1,334,550	1,215,660	-8.8 %

DEPARTMENT TOTALS

Total Expenditures	25,894,464	27,348,762	27,349,508	27,777,906	1.6 %
Total Full-Time Positions	52	52	52	53	1.9 %
Total Part-Time Positions	0	0	0	0	—
Total FTEs	49.33	48.53	48.53	48.53	—
Total Revenues	42,412,911	31,756,383	31,786,023	34,257,373	7.9 %

FY18 APPROVED CHANGES

	Expenditures	FTEs
PARKING DISTRICT - BETHESDA		
FY17 ORIGINAL APPROPRIATION	14,798,207	20.39
<u>Other Adjustments (with no service impacts)</u>		
Increase Cost: Janitorial Services	82,800	0.00
Increase Cost: FY18 Compensation Adjustment	46,838	0.00
Increase Cost: Security contract [Parking Operations]	25,644	0.00
Technical Adj: Other Professional Services [Financial Management]	19,881	0.00
Increase Cost: Annualization of FY17 Compensation Increases	11,819	0.00
Increase Cost: Retirement Adjustment	9,401	0.00
Increase Cost: Risk Management Adjustment	1,108	0.00
Increase Cost: Debt Service	693	0.00
Decrease Cost: Printing and Mail	(2,512)	0.00
Decrease Cost: Retiree Health Insurance Pre-Funding	(3,850)	0.00
Decrease Cost: Finance Chargeback	(9,612)	0.00
Technical Adj: Other Miscellaneous Operating Expenses [Parking Operations]	(19,881)	0.00
Decrease Cost: Annualization of FY17 Personnel Costs	(23,664)	(0.51)
FY18 APPROVED	14,936,872	19.88

PARKING DISTRICT - SILVER SPRING

FY17 ORIGINAL APPROPRIATION	11,098,117	24.30
<u>Other Adjustments (with no service impacts)</u>		
Increase Cost: Janitorial Services	124,200	0.00
Shift: From Montgomery Hills PLD	84,267	0.42

FY18 APPROVED CHANGES

	Expenditures	FTEs
Increase Cost: Service and Maintenance Agreement for Multi Space Meters - ITS Mid Atlantic (ITS)	63,000	0.00
Increase Cost: FY18 Compensation Adjustment	51,328	0.00
Increase Cost: Security contract [Parking Operations]	33,948	0.00
Increase Cost: Annualization of FY17 Compensation Increases	12,595	0.00
Increase Cost: Retirement Adjustment	8,349	0.00
Increase Cost: Annualization of FY17 Personnel Costs	4,180	0.51
Increase Cost: Risk Management Adjustment	667	0.00
Decrease Cost: Retiree Health Insurance Pre-Funding	(2,640)	0.00
Decrease Cost: Finance Chargeback	(8,769)	0.00
Decrease Cost: Elimination of One-Time Items Approved in FY17	(36,000)	0.00
FY18 APPROVED	11,433,242	25.23

PARKING DISTRICT - MONTGOMERY HILLS

FY17 ORIGINAL APPROPRIATION	84,267	0.42
<u>Other Adjustments (with no service impacts)</u>		
Shift: To Silver Spring PLD	(84,267)	(0.42)
FY18 APPROVED	0	0.00

PARKING DISTRICT - WHEATON

FY17 ORIGINAL APPROPRIATION	1,368,171	3.42
<u>Other Adjustments (with no service impacts)</u>		
Increase Cost: Janitorial Services	23,000	0.00
Increase Cost: FY18 Compensation Adjustment	7,737	0.00
Increase Cost: Security contract [Parking Operations]	7,164	0.00
Increase Cost: Retirement Adjustment	1,922	0.00
Increase Cost: Annualization of FY17 Compensation Increases	1,839	0.00
Increase Cost: Risk Management Adjustment	29	0.00
Increase Cost: Annualization of FY17 Personnel Costs	14	0.00
Decrease Cost: Retiree Health Insurance Pre-Funding	(400)	0.00
Decrease Cost: Finance Chargeback	(1,684)	0.00
FY18 APPROVED	1,407,792	3.42

PROGRAM SUMMARY

Program Name	FY17 APPR Expenditures	FY17 APPR FTEs	FY18 APPR Expenditures	FY18 APPR FTEs
Administration	2,025,844	6.80	782,350	5.80

PROGRAM SUMMARY

Program Name	FY17 APPR Expenditures	FY17 APPR FTEs	FY18 APPR Expenditures	FY18 APPR FTEs
Financial Management	7,928,019	5.10	9,306,522	7.00
Engineering and Capital Management	6,438,144	21.40	6,670,060	20.50
Parking Operations	10,956,755	15.23	11,018,974	15.23
Total	27,348,762	48.53	27,777,906	48.53

FUTURE FISCAL IMPACTS

CC APPROVED (\$000S)

Title	FY18	FY19	FY20	FY21	FY22	FY23
PARKING DISTRICT - BETHESDA						
EXPENDITURES						
FY18 Approved	14,937	14,937	14,937	14,937	14,937	14,937
No inflation or compensation change is included in outyear projections.						
Emergency Backup Batters in Garages	0	39	0	39	0	39
Replacement every two years.						
Retiree Health Insurance Pre-Funding	0	1	2	3	3	3
Labor Contracts	0	17	17	17	17	17
These figures represent the estimated annualized cost of general wage adjustments, service increments, and other negotiated items.						
Subtotal Expenditures	14,937	14,994	14,956	14,996	14,957	14,996
PARKING DISTRICT - SILVER SPRING						
EXPENDITURES						
FY18 Approved	11,433	11,433	11,433	11,433	11,433	11,433
No inflation or compensation change is included in outyear projections.						
Emergency Backup Batters in Garages	0	57	0	57	0	57
Replacement every two years.						
Retiree Health Insurance Pre-Funding	0	0	1	2	2	2
Labor Contracts	0	18	18	18	18	18
These figures represent the estimated annualized cost of general wage adjustments, service increments, and other negotiated items.						
Subtotal Expenditures	11,433	11,508	11,452	11,510	11,453	11,510
PARKING DISTRICT - WHEATON						
EXPENDITURES						
FY18 Approved	1,408	1,408	1,408	1,408	1,408	1,408
No inflation or compensation change is included in outyear projections.						
Emergency Backup Batters in Garages	0	22	0	22	0	22

FUTURE FISCAL IMPACTS

CC APPROVED (\$000S)

Title	FY18	FY19	FY20	FY21	FY22	FY23
Replacement every two years.						
Retiree Health Insurance Pre-Funding	0	0	0	0	0	0
Labor Contracts	0	3	3	3	3	3
These figures represent the estimated annualized cost of general wage adjustments, service increments, and other negotiated items.						
Subtotal Expenditures	1,408	1,433	1,411	1,433	1,411	1,433