



STANDARD RIGHT-TO-KNOW REQUEST FORM

DATE REQUESTED: Monday Jan. 11, 2010

REQUEST SUBMITTED BY: E-MAIL

NAME OF REQUESTOR : _____XXXXXXXXXXXXXXXXXXXX

STREET ADDRESS : _____XXXXXXXXXXXX. _____

CITY/STATE/COUNTY/ZIP (Required): _____Allentown, PA, USA, 18102_____

TELEPHONE (Optional): _____610-433-XXXX_____

RECORDS REQUESTED:

**Provide as much specific detail as possible so the agency can identify the information.*

Definitions:

For the purpose of this document “Center City” is defined as a continuous set of Allentown PA city streets from N. Front St. to N. 19th St and W. Fairview St. to W. Tilghman St.

Section A

1. What was the total number of parking related complaints received by the Allentown Parking Authority in 2009?

APA does not maintain a compilation of this data. Records are available for review by appointment.

- a. How many of these complaints did the Allentown Parking Authority respond to?

APA does not maintain a compilation of this data. Records are available for review by appointment.

- b. How many of the responded complaints did the Allentown Parking Authority issue tickets for?

APA does not maintain a compilation of this data. Records are available for review by appointment.

2. What was the total number of parking tickets issued by the Allentown Parking Authority in 2009?

100,361

3. What was the total number of tickets paid late (11 days or more after being issued) in 2009?

APA does not maintain a compilation of this data

- a. How many of these “late” tickets were issued in “Center City” Allentown?

APA does not maintain a compilation of this data

4. How many Allentown Parking Authority tickets were disputed in 2009?

Further information is required. Do you define ‘dispute’ as the number of tickets which received an internal hearing, or the number of tickets that resulted in a request for a hearing at District Court, or the actual number of hearings that occurred?

- a. How many of the disputed tickets were won by the Allentown Parking Authority?

See answer to question 4

5. How many vehicles did the Allentown Parking Authority immobilize in 2009?

Further information is required: Do you want information relative to vehicles immobilized due to arrest warrants, or immobilized due to outstanding parking tickets?

- a. How many of these immobilized vehicles were owned by residents in “Center City” Allentown?

APA does not maintain a compilation of this record. Data is available for review upon request for an appointment

6. How many vehicles did the Allentown Parking Authority impound in 2009?

Further clarification is required. Impounded for what reason? Warrants, unpaid parking tickets, abandoned vehicle, parking in front of a fire hydrant, etc?

- a. How many of these impounded vehicles were owned by residents of “Center City” Allentown?

APA does not maintain a compilation of this record. Records are available for review upon request for an appointment.

- b. How many vehicles impounded by the Allentown Parking Authority went unclaimed?

APA does not maintain a compilation of this number. Records are available for review upon request for an appointment.

- i. How many of these unclaimed vehicles were owned by residents of “Center City” Allentown?

APA does not maintain a compilation of this number. Records are available for review upon request for an appointment.

- ii. How many unclaimed vehicles were sold?

APA does not maintain a compilation of this number.

Section B

- 1. What was the total operating cost for the Allentown Parking Authority in 2009?

Final 2009 numbers have not yet been compiled. Attached to this email is the 2009 operating budget and the December 2009 financial statement.

How much of this expense was incurred by Parking Enforcement?

Final 2009 numbers have not yet been compiled. Attached to this email is the 2009 operating budget and the December 2009 financial statement.

- a. How much of this expense was incurred by Parking Decks/Lots?

Final 2009 numbers have not yet been compiled. Attached to this email is the 2009 operating budget and the December 2009 financial statement.

- 2. What was the total income for the Allentown Parking Authority in 2009?

Final 2009 numbers have not yet been compiled. Attached to this email is the 2009 operating budget and the December 2009 financial statement.

- a. How much of this income was generated by Parking Tickets?

Final 2009 numbers have not yet been compiled. Attached to this email is the 2009 operating budget and the December 2009 financial statement.

- b. How much of this income was generated by Parking Decks/Lots?

Final 2009 numbers have not yet been compiled. Attached to this email is the 2009 operating budget and the December 2009 financial statement.

- c. How much of this income was generated by Parking Permits?

Final 2009 numbers have not yet been compiled. Attached to this email is the 2009 operating budget and the December 2009 financial statement.

- d. How much of this income was generated by Parking Meters?

Final 2009 numbers have not yet been compiled. Attached to this email is the 2009 operating budget and the December 2009 financial statement.

- e. How much of this income was generated by the sale of Vehicles?
\$2,000

- f. How much of this income was from Grants? Please include the name, source and total amount for each of the Grants.

Zero income in 2009 was attributed to grants

3. How many people did the Allentown Parking Authority employ in 2009?

52 people, at some point in 2009, were employed by the Authority

4. What Job Titles did employees of the Allentown Parking Authority hold in 2009? Please include the Job Description for each Job Title, the total number of employees who filled said Job Title, the weekly hours for employees of said Job Title and the annual salary for each employee in said Job Title including bonuses.

4a Example:

*Total: 2 – Parking Lot Attendants – 40 Hours a week - \$21,000 Annually
The duties of Parking Lot Attendants are ...*

No APA employee received a bonus

Parking Enforcement Officers 40 hours per week, current officers: 14

Hourly pay ranges from \$10.75 to \$19.14. Responsibilities include:

Under supervision, patrols regularly assigned areas and responds to complaints.
Checks unmetered, limited time and restricted parking zones for parking violations.
Issues parking violation notices for vehicles illegally parked.
Escorts City street sweeper during Street Cleaning season.
Performs other duties as assigned and/or as conditions warrant.
Observes rules and practices on quality of work, personal conduct, and safe, effective and courteous service to the public and community.
Courteous and professional communication with public
Awareness of laws, City Ordinances, and other regulations under which the Parking Authority operates

Garage/Lot Attendant FT is 40 hours/ week; PT varies as needed In 2009, 7 garage/lot attendants were full time, 9 were part time

Hourly pay ranges from \$8.35 to \$13.97 Responsibilities include:

- Be responsible for Cash control on assigned shift.
- Operate a Cash Register with a Validator.
- Make periodical security checks.
- Perform other duties as assigned and/or as conditions warrant.
- Observe rules and practices concerning quality of work; personal conduct, and safe, effective and courteous service to the public.
- Hours of work include: Days, Nights, Weekends and Split Shifts.

Maintenance 2 employees are FT; 1 is PT at approx 25 hours/week

Hourly pay ranges from \$10.20 to \$11.64 Responsibilities include:

- Part of snow removal team.
- Perform maintenance and repairs of lots and facilities as needed.
- General Maintenance – including grass cutting, weed pulling etc.
- Perform other duties as assigned and/or as conditions warrant.
- Observe rules and practices concerning quality of work; personal conduct, safe, effective, and courteous service to the public.
- Hours of work include Days, Nights, and Weekends.

Customer Service all 4 work FT at 40 hours/week

Hourly pay ranges from \$11.24 to \$13.38 Responsibilities include:

Act as a Customer Service Representative, answer phones, take complaints, assist customers and respond to questions.

Work as a cashier at the front window.

Do entry of police tickets and enter names and addresses in the computer.

Performs other duties including those of other classifications as assigned.

Courteous and professional communication with public

Awareness of laws, City Ordinances, and other regulations under which the Parking Authority operates

Meter collector/repair 1 person works FT

\$12.39/hour Responsibilities include:

- Collects money from parking meters according to designated routes
- Repairs parking meters both on the street and in the shop
- Maintains accurate records of repairs (including inventory of parts), and meter placements/removals
- Performs routine preventative maintenance on all meters
- Assists in the ordering of meter parts
- Responds to complaints and reports of malfunctioning/broken meters
- Performs as a Parking Control Officer on the street and in a vehicle as needed
- Member of the Snow Removal crew
- Performs other duties as assigned

One part time clerical at about 20 hours a week, as needed, when needed

\$10 per hour

Management Staff

Facilities supervisor 32,754

Responsibilities include:

Review and process daily paperwork from garage/lot attendants

Assist in hiring process of new personnel

Train new personnel

Collect pay stations/ assist in deposit preparation

Provide on-site supervision relative to maintenance of facilities

Act as back up to Off-Street Manager

Provide detailed reports of usage of facilities by contract parkers

Develop reports intended to provide insight into occupancy of off street spaces

Scofflaw supervisor 46,421

Responsibilities include:

Responsible for impounding Scofflaw designated vehicles, and notification to vehicle owner.

Remove abandoned vehicles from Private and City owned properties.

Work with the Code Enforcement department to remove vehicles designated as "Public Nuisance" by the City of Allentown.

Responsible for preparation and design of official documents relating to the above noted duties.

Prosecution of individuals entering not guilty pleas to traffic citations

Coordinate schedules with the various district courts for the listing of summary trials.

Preparation of documents required for Summary Appeals court. Including certified registration records and supporting case law.

Coordinate with the contracted towing agency to efficiently process and dispose vehicles which are not released after impoundment.

Communicate professionally with the public to promote the goals and requirements of the Allentown Parking Authority.

Customer Service manager 53,008

Responsibilities include:

Manage the Customer Service Department

Process daily reports

Balance all registers in the Customer Service Department

Process the daily deposit to the bank

Process daily notices to the owners of vehicles who have unpaid parking tickets that are in the last penalty
Process citations to the District Courts
Process all outgoing mail
Handle all complaints
Process appeals and handle void tickets from complaints
Answer phones
Courteous and professional communication with public
Awareness of laws, City Ordinances, and other regulations under which the Parking Authority operates

Executive Director 100,401

Responsibilities include:

Develops, implements and reviews parking policies and operating procedures
Plans, manages, develops and oversees operation of parking facilities and lots
Plans, manages and develops effective collection strategies for issued tickets and citations
Establishes and implements guidelines and standards for customer service
Develops a public information process for obtaining public opinion of parking regulations and services
Develops and implements strategic planning issues in creating an overall economic development strategy as it relates to parking in the city
Effects change and demonstrates flexibility and positive leadership both within the organization and the community
Negotiates any real estate and financial transactions for the effective operation of the Authority
Develops and implements policy and procedures as they relate to the disbursement of funds, contract negotiations, purchasing and bid requirements and budget implementation
Provides leadership in the management of personnel with total responsibility for human resources activities as they relate to recruitment, selection, employee relations, disciplinary actions, training and safety
Serves as the contact for interaction with city, county and state officials as well as the media and general public

Evening Enforcement supervisor 39,663

Responsibilities include:

Marking and towing vehicles for 72 hours
Vehicle fleet maintenance
Completing complaint and signage paperwork
Set up of new private property lots
Enforcement during shift / answering Comm. Ctr. Complaints
Knowledge of the City and the streets
Courteous and professional communication with public
Awareness of laws, City Ordinances, and other regulations under which the Parking Authority operates

Finance assistant 40,096

Petty cash reconciliation

Accounts payable

- Update/add vendor files
- Enter and validate invoices for payment
- Prepare checks on a timely basis for payment
- Obtain necessary signatures for checks
- Collate and file invoices and check voucher

General ledger

Prepare cash receipt vouchers for general ledger posting and reconcile

Meter Receipts

- Off-Street Transient Receipts

- Collections Receipts

Process bounced check letters/Make necessary adjustments in database

Monthly calculation of tickets paid at 6 District Courts and coordination of payment thereof

Quarterly reconciliation of police/fire tickets

Count meter coin

Assist in coordination of special event parking

Calculate reimbursements to P&S vendors

Handicap Application processing,

Submit work orders to the City for sign repair/replacement

On-Street supervisor 30,900

Responsibilities include:

- Prepare daily schedule
- Prepare daily Void sheets
- Update permits in PCO room
- Download and check handhelds
- Communicate re: expired inspections to off-street
- Obtain and enforce lock out list
- Answer PCO questions
- Process complaints (photos, diagrams, etc)
- Train new PCO's
- Update daily complaint sheets
- Prepare ticket reports
- Maintain codes and streets in system
- Process time off requests
- Act as substitute for scofflaw supervisor
- Prepare towing and release reports
- Spend a portion of every day in the field
- Courteous and professional communication with public
- Awareness of laws, City Ordinances, and other regulations under which the Parking Authority operates

Off street assistant 32,960

Responsibilities include:

- Auto-Pay administration
- Enter payments into Freedom Systems A/R, cashier software
- Enter new customers into billing software
- Prepare all refunds for terminated accounts
- Update all billing accounts and records
- Prepare lockout list on timely basis
- Prepare drive off invoices
- Generate monthly lot/garage space availability report for ED
- Reconcile cash key invoices
- Order office supplies, maintain orderly supply closet
- Arrange and take minutes for Board Meetings
- Serve as back-up to Customer Service Manager
- Provide support to customer service team
- Provide staff with monthly parking availability log
- Allocate permits
- Contact various parking contract group leaders regarding account activity, i.e. additions and subtractions
- Periodically meet with vendors regarding supplies
- T2 permit corrections and updates for permits
- Process contract terminations
- Daily permit reconciliations from T2 sheets

Maintenance supervisor 30,900

Responsibilities include:

- Direct supervision of maintenance staff
- Development of work processes
- Maintain appropriate records relative to maintenance of facilities
- Ensure adequate inventory of necessary supplies
- Create work schedule
- Develop and adhere to maintenance schedule

On Street manager 60,211

Responsibilities include:

- Oversight of enforcement staff
- Supervise Scofflaw department and activities
- Supervise night enforcement staff and activities
- Develop appropriate enforcement strategies

Evaluate efficiencies and ensure adherence to policies and procedures
Evaluate productivity and accuracy of PCO staff
Ensure equipment is appropriate and operational
Work with city staff to determine appropriate signage requirements
Provide payroll function
Courteous and professional communication with public
Awareness of laws, City Ordinances, and other regulations under which the Parking Authority operates

Off street manager 57,796

Responsibilities include:

Manage maintenance and off street operations
Develop and coordinate snow removal activities
Ensure long-range maintenance plans are developed and acted upon
Oversee cash flow policies, ensure compliance, process appropriately
Prepare daily deposit
Oversee hiring of personnel in department
Develop staffing schedules necessary to meet demand

Deputy Director 98,239

Responsibilities include:

Prepare and present the annual budget.
Coordinate annual financial audit including the preparation of the Management Discussion and Analysis section of the audit report.
Prepare and review monthly financial statements with the Executive Director and the Board of Directors at their monthly meetings.
Initiate and coordinate any debt incurrence of the APA.
Maintain and monitor compliance with Federal, State and Local laws as they apply to the APA's financial records and debt responsibilities.
Direct and oversee the APA's purchasing system including bidding, request for proposals and the payment of vendor invoices and applications for payment.
Oversee the accounts receivable (billing system) of the APA.
Direct and oversee a payroll system that provides timely and accurate checks to APA's employees including the distribution of W-2 Forms.
Review the preparation of payroll tax returns as well as the payment of withholding taxes.
Direct and maintain employee benefits including medical, hospitalization, Rx, dental, vision, life, disability, pension and deferred compensation plans.
Oversee and maintain the APA's insurance program including property, casualty, auto, garage keepers, workers' compensation, earthquake, directors & officers and employment practice liability.
Review cash and inventory controls with departments to ensure proper control and custody of assets.
Participate in meetings concerning the preliminary studies of capital projects as well as the follow through that is needed to initiate and complete the projects.

Section C

1. What governing body directly monitors the activities of the Allentown Parking Authority Board of Directors?

None

2. Did the Allentown Parking Authority make the Allentown Parking Authority Board of Directors Meeting Minutes publicly available for all meetings held in 2009?

Available for review in the APA offices upon request for appointment

- a. If Yes; where can these documents be found? **At the APA offices**
- b. If No; for what reason are these documents not available?

3. How many Parking Laws/Ordinances did the Allentown Parking Authority author, co-author or consult on in 2009?

The APA does not author legislation. The Executive Director provided testimony to City Council on ordinances being considered by City Council, and attended numerous meetings with Council members whereby discussions of ordinances took place.

- a. Please list said Laws/Ordinances

APA does not maintain a compilation of this data

DO YOU WANT COPIES? NO

DO YOU WANT TO INSPECT THE RECORDS? YES

DO YOU WANT CERTIFIED COPIES OF RECORDS? NO

FOR LOCAL AGENCY USE

RIGHT TO KNOW OFFICER: Tamara Weller

DATE RECEIVED BY THE AGENCY: January 11, 2010

**AGENCY FIVE (5) BUSINESS DAY RESPONSE DUE:
January 19, 2010**

***Public bodies may fill anonymous verbal or written requests. If the requestor wishes to pursue the relief and remedies provided for in this Act, the request must be in writing. (Section 702.) Written requests need not include an explanation why information is sought or the intended use of the information unless otherwise required by law. (Section 703.)*