

March 8, 2006
AUD 06-104

An Internal Audit Report by the Office of Auditor General On

• Review of Parking Meter Revenue Collection

We reviewed WMATA's parking meter revenue collection program to evaluate the processes and procedures for collecting, counting and reconciling parking meter revenues; to review and analyze parking revenues from FY 2003 through FY 2005; to review enforcement of WMATA's parking metered spaces by MTPD and other local police jurisdictions and to review parking meter signage for adequacy and accuracy.

As a result of our audit, we determined that

- Policies and procedures that govern parking meter collection need to be improved
- Parking meter revenues have remained consistent from FY 2003, FY 2004 and FY 2005 (Except for the fare increase in FY 2005)
- Consideration should be made to evaluate short term parking needs at each station and evaluate the needs of short term spaces and the feasibility of standardizing the remaining parking meters up to a maximum limit of 12 hours.
- Enforcement of WMATA's parking metered spaces needs to be increased by MTPD.
- Parking meter signage needs to be more accurate and adequate.

An evaluation whether to convert and update mechanical parking meters to electronic meters and/or explore other new and advanced methods of collection needs to be made.

WMATA should consider whether it would be appropriate to charge more at meters closer to the stations as a premium for the convenience of being closer to the station.

We made 9 recommendations for improvement that should be considered for implementation.

Internal Audit Report No. AUD 06-104

Questions



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Review of Parking Meter Revenue Collection**Date: March 8, 2006****FROM: ASOT – James C. Stewart****Refer To: AUD 06-104****TO: CCSV – Pamela Wilkens
CFO – Charles Woodruff****EXECUTIVE SUMMARY**

The current rate for parking at WMATA's 3,612 parking meters is \$.25 per forty five minutes of parking which during FY 2005 resulted in revenue of \$1,079,485. More than half of WMATA's parking meters have been in use over twenty years. These meters have a greater tendency to malfunction. We recommend that WMATA's parking meters need to be updated and either converted to all electronic meters or PARK should explore other new and advanced methods of collecting for parking due to the age and condition of the existing meters. Parking meter collection is done by one person in a WMATA authorized vehicle under the direction of TRES. We noted that the vehicle lacks a tracking device and that the parking meter collector was not authorized any means to communicate while out in the field. However, recently the collectors now have a WMATA cell phone to communicate to the Revenue Collection Facility (RCF). Additionally, we determined that the parking meter collector does not maintain a sufficient log noting malfunctioning meters, abandoned cars by location and other relevant observations that could assist PARK and MTPD in enforcement. PARK does a monthly report accounting for parking meter revenues, but the report does not evaluate revenue irregularities and variances for that month. We recommend that consideration be made to assess short-term parking needs at each station and appraise the needs of short-term spaces and the feasibility of standardizing the remaining parking meters up to a maximum limit of 12 hours, which would reduce customer confusion and potentially increase revenue. During our field audits, we determined that there are a number of WMATA employees who park in expired metered spaces. These employees utilize various forms of "authorization" to justify their parking status. However, we have determined that WMATA does not offer free parking to employees as reconfirmed in Staff Notice 2005-010.

BACKGROUND

WMATA currently manages 61,294 parking spaces, including park and ride spaces (56,382), metered facilities (3,612), WMATA owned and county operated spaces (650) and county owned and operated spaces (650). The rate for any WMATA metered parking space is \$.25 per 45 minutes of parking. Parking meters are generally located closer to their respective WMATA Metro rail station than most Metro park and ride spaces. The proximity to the Metro rail stations make the limited metered parking spaces

more desirable to the daily commuter than the more abundant park and ride spaces. As a result, many of the metered parking spaces located closest to the station, particularly the 12 hour meters, are usually occupied throughout the day-light hours. There are two types of parking meters maintained by WMATA; 2,219 meters are programmed for limited parking of 4 to 7 hours per day per customer, and 1,393 meters are programmed for 12 hours of parking per paying customer per day. All WMATA parking meter fares are collected by one individual assigned and administered by TRES on a weekly basis. All collected parking meter fares are counted at the Revenue Collection Facility (RCF) located at the Alexandria Yard complex under the control of TRES. Parking meter time limits are enforced by MTPD, as well as the local police jurisdictions in which the respective parking lot is located. Generally, 12 hour meters are in effect Monday through Friday 5:00 AM – 2:00 AM, and 7 hour limited meters have effective hours of enforcement from 8:30 AM to 2:00 AM. Metered parking revenue projections and revenue analysis is the responsibility of PARK. During FY 2005, WMATA collected \$1,079,485 in revenue from all parking meters, representing 2.2% of total parking revenue for the fiscal year.

OBJECTIVES, SCOPE and METHODOLOGY

The objectives of our review of parking meter revenue collections were to: (1) evaluate the processes and procedures for collecting, counting and reconciling parking meter revenues, (2) review and analyze parking revenue from FY 2003, FY 2004 and FY 2005, (3) review enforcement of WMATA's parking metered spaces by MTPD and other local police jurisdictions, and (4) review parking meter signage for adequacy and accuracy.

The scope of our review included; (1) assessing PARK parking meter revenue from FYs 2003, 2004 and 2005, (2) maintenance records of parking meter performance from FY 2005 and the first part of FY 2006, (3) field audits (May, July, September, and October, 2005) of specific parking metered spaces, and (4) all other related documents, and information pertaining to the parking meter collection and counting processes.

We reviewed the policies and procedures used to perform the weekly parking meter collection process and counting of metered parking revenues. We conducted interviews with appropriate WMATA personnel; including the TRES supervisor, parking meter collectors and the PARK supervisor involved in the projection and reporting of parking meter revenues. We also reviewed anecdotal evidence regarding MTPD's enforcement of parking meter rules. In addition, we observed and reviewed metered parking signage administered by PARK.

RESULTS OF AUDIT

1. Policies and procedures that govern parking meter collection need to be improved.

We evaluated the processes and procedures with TRES personnel responsible for supervising, collecting and counting parking meter revenue. During our review it was determined that the collection process, which was previously accomplished by one individual, without any backup support, for the first twenty two years of parking meter collection, is still being accomplished by one individual on a daily basis. However, currently, although there is still only one collector, now there are six trained individuals who can fill-in at various times to collect parking meter revenues. The parking meter collectors are part of the maintenance union, Local 689 ATU (Amalgamated Transit Union). Daily collections are done by one individual with a specially equipped WMATA vehicle that contains secured coin collection canisters. There are two types of collection canisters used, hand cart or portable shoulder strap canister, both equipped with a specially constructed top with a built-in secure-a-fare receiver for protected on-site dumping of coin containers obtained from the individual meters. Each collection canister, either hand cart or portable shoulder strap canister, has a locked top and capacity for collecting parking meter revenue from one lot. Prior to the daily collection, each canister, according to TRES procedures, is supposed to be assigned, labeled and inventoried for the lot from which revenue will be collected.

According to TRES' written parking meter collection procedure, the assigned collector unlocks and opens the door to the coin compartment of the parking meter. The parking meter coin container is then removed and inserted into the top of the coin collection canister, with the coin slot in the down position. The collector then pushes inward and firmly turns the coin container clockwise one-quarter turn until it reaches a dead stop. After coins have been dumped into the canister, the canister is turned counter-clock wise to the starting point, whereupon an audible snap can be heard when the cycle has been completed. The empty parking meter coin container is then removed and returned into the parking meter housing with the coin slot facing outward. According to TRES, the coin collection procedure makes it very unlikely that the collector can gain access to the coins being dumped into the canister. After finishing the collection of a station's parking meter revenue, the collector completes a service sheet which is then signed and dated. If there are technical problems, such as a meter jam, battery replacement, or broken parts, the collector must complete a request for a SMNT technician to repair the malfunctioning meter. The collectors are told not to attempt to fix any malfunctioning parking meters. According to TRES, a technician, also a member of the maintenance union AFC # 689 may take from two to five days to respond to a malfunctioning parking meter. Once a collection has been completed, each canister is secured in the specially assigned secure WMATA vehicle. Upon completion of the daily schedule, the parking meter revenue is transported back to the Revenue Collection Facility (RCF) building, secured in the revenue vault until processed for counting and bagging the following day.

During our review, we determined that TRES has the sole responsibility for collecting and counting parking meter revenues, but does not analyze the daily, weekly or monthly results. PARK has the responsibility for analyzing parking meter receipts. Although records are maintained by the collectors, these records only show the time of collection and condition of the meter, if there is a malfunction. Currently, no record or log is kept summarizing the daily collection circumstances, such as the total number of malfunctioning parking meters reported in each lot, as well as road and weather conditions. We also determined that the canisters used for collecting the parking meter revenues are not regularly accounted for or identified by lot at the time the revenue vehicle goes out for the day, nor are they re-checked at the end of the day's collection when the vehicle returns to the RCF.

We determined that, although the daily collector has the task of walking through WMATA parking lots during the process of collecting parking meter revenues, they are not instructed to make other observations. These observations could consist of viewing the overall condition of the parking facilities, reporting abandoned vehicles, suspicious vehicles or individuals. In these times of heightened alerts, the collectors could add further value to the Authority by reporting suspicious observations to MTPD. Additionally, the collectors now have direct communication link with RCF utilizing their WMATA cell phone. We also noted that collection schedules posted by TRES do not vary from day to day (8AM-5PM) or week to week. Although individual collectors may be assigned to new area lots, the weekly collection routine for each lot does not appear to vary. We are concerned that this could be a security issue.

The Authority assigns one secure vehicle for all parking meter revenue collections. However, several years ago it was reported that this vehicle was "lost" for two weeks. We determined that a unique tracking device such as a GPS locator should be connected to the parking revenue collection vehicle to track the collector's progress and vehicle location at any time during the day.

We also determined that the majority of WMATA's parking meters are "dual-headed" mechanical meters (two meters with a common collection container). Many of the mechanical meters have been in operation for more than twenty-five years. According to the collectors, the dual-headed parking meters have a greater tendency to jam more than the single-headed meters. We are concerned that the jamming could be intentional. A customer could avoid a parking fee by jamming the entry slot to the parking meter, declaring that the parking meter does not function properly, thus avoiding payment. Likewise, a parking meter collector could intentionally jam the internal mechanism of a parking meter. The jam could result in an accumulation of coins before the coins fall into the secured collection box. These unaccountable coins could be gathered up and pocketed by the parking meter collector once the meter has been opened. Even though we did not witness any intentional jamming by either a parking customer or WMATA employee, we are concerned about the possibility.

Some of WMATA's newer parking meters are digital and utilize a battery, rather than a mechanical mechanism to operate. However, according to TRES, the batteries have a tendency to freeze during the winter months, resulting in frequent malfunctions. Nevertheless, the newer meters are more efficient, generally have less down time and can be monitored via an external electronic wand that can be used to confirm the number of coins previously inserted into each meter. According to SMNT, the replacement electronic meter mechanisms (2,200) have been ordered and will replace all the older mechanical meters by June 2006.

As previously noted, once a collector determines that a parking meter has malfunctioned, a technician in SMNT is notified. According to the TRES representative, parking meter collectors are "not trained to make on-the-spot repairs," as had been the practice during the first twenty years of collection. TRES stated that a parking meter technician dispatched by SMNT may take several days to respond to notification of a malfunctioning parking meter by a collector. Upon notification of a malfunctioning meter, SMNT fills out a "trouble ticket" for each individual meter that malfunctions by parking lot location. Generally, when a SMNT technician corrects a jam, only "a few quarters" may fall onto the ground, the technician is instructed to take the coins and "feed them back into the meter." There is no way to account for the number of quarters that may "fall to the ground."

Additionally, the technicians may repair a meter by replacing the "meter head." According to SMNT, the replacement parts are not expensive and many are in a "parts bin" maintained by WMATA. If un-stocked parts are required, SMNT uses a "purchase card" to acquire needed parts. However, as previously noted, the mechanical meters are scheduled to be replaced during FY 2006. It was also noted that "occasionally a coin-chute does need to be replaced in an electronic meter." No records or logs are kept of specific parking meters, because the meters are not numbered or "serialized" and thus it is "hard to validate" the specific reliability of a particular meter or locate a meter by number. Additionally, parking meter parts and/or parking meter heads may be recycled from one meter to another. However, SMNT does keep a maintenance record of the total number of repairs of malfunctions done during a month. Field records are housed electronically in the MARS system. According to SMNT repair response records kept for FY 2005, only 150 meter repair tickets were reported directly by the collectors and/or customers. Of those, 61 required the meter head to be replaced, 39 required the removal of a coin or other object, 36 needed new batteries, 10 were considered as "no trouble found," and 4 required TRES service. During FY 2006 (July 1 – September 22), there were 71 meter repair tickets fulfilled, of which 42 required the meter head to be replaced, 15 required the removal of a coin or other object, 5 needed new batteries, 5 were "no trouble found," and 4 required TRES service.

According to SMNT, AFCS (Automated Fare Collection Support) has two technicians who work exclusively on parking meters and another eleven who are trained to perform parking meter maintenance. SMNT, in addition to responding to repair tickets, employees perform both corrective and preventive maintenance on parking meters on a daily basis. However, according to SMNT, there is no fixed preventive

maintenance schedule since the majority of the current parking meters are older mechanical types that require daily attention. Of the two technicians that work exclusively on parking meters, one is assigned to the field while the other is located at the AFCS repair shop as a shop technician. The shop technician's job is to repair the meters that are pulled when it appears that the field repair time will exceed 15-20 minutes (a judgment call for the technician). The average time assigned to field repairs assigned to the field meter technician is one hour. The shop technician is also required to fill in for the field meter technician when the former takes a vacation.

2. Parking meter revenues have remained consistent from FY 2003, FY 2004 and FY 2005 (Except for the fare increase in FY 2005).

On June 28, 2004 WMATA increased the parking fees and hours for all WMATA parking facilities, including parking meters. Previously, parking meters cost \$.25 per hour, as a result of the increase in parking fees, the parking meter fees were raised to \$.25 per forty-five minutes, for all short-term (4-7 hour meters) and long-term (12 hour meters). This represents a 19 percent increase. Additionally, 239 short term meters have been added since December 2004 as a result of the opening of Largo Town Center and Morgan Blvd. stations. Parking meters are in effect Monday through Friday, except for holidays. Finally, from time to time, we determined that various short and long-term parking meters at various lots may be converted from long to short term meters and/or added or subtracted in number depending upon individual station needs, as a result of construction projects or new space allocations needs.

The following is a compilation of the parking meter revenues earned during the past three years, FY 2003 – FY 2005. As previously noted, the fees collected during FY 2003 and FY 2004 were set at \$.25 per hour, with a rate increase of \$.25 per 45 minutes effective FY 2005. Additionally, the parking meter revenue collected does not differentiate between the short-term versus long-term meters. We also computed that the maximum revenue, based on a 12 hour day, 20 days a month, at the current rate of \$.25 per 45 minutes per day, WMATA could collect up to \$3.5 million per year. Malfunctioning meters, varying collection routines and other inconsistencies were also not considered in the calculation of revenue generated by the parking meters.

Parking Meter Revenue FY 2003 – FY 2005

Station/ Lot	Lot Capacity	FY 2003** (a)	FY 2004** (a)	FY 2005* (a)	Notes
Shady Grove-E	40	\$20,934	\$19,480	\$26,417	
Shady Grove-W	36	0	0	707	(b)
Rockville K&R	22	9,577	11,219	9,546	
Rockville AD	121	39,032	41,557	52,435	
Twinbrook	38	7,802	8,457	8,454	
Grosvenor	75	31,658	35,181	40,783	
Medical Center	6	234	6	669	(c)
Tenleytown	17	9,533	10,382	11,116	
White Flint	40	10,804	9,756	3,009	(d)
Forest Glen	62	16,889	19,049	23,363	
Wheaton	35	10,262	14,204	17,109	
Van Ness	15	241	15	0	(e)
Glenmont	69	16,866	13,737	17,469	
Silver Spring	44	22,609	21,949	23,067	
Takoma	146	50,650	49,544	65,759	
Fort Totten	37	13,202	12,651	12,556	
Brookland	27	9,614	9,110	10,429	
Rhode Island	40	12,618	12,481	14,033	
Congress Heights	67	4,003	5,786	6,717	
New Carrollton	116	42,388	48,099	59,016	
Landover	14	3,961	3,445	2,676	(f)
Cheverly	27	7,385	8,787	5,905	(f)
Capitol Heights	14	2,061	2,047	2,222	
Minnesota Ave.	20	2,113	3,361	2,361	
Anacostia	325	53,113	76,173	100,679	(g)
West Hyattsville	151	23,026	27,134	25,853	(f)
PG Plaza	168	4,400	15,645	21,200	
College Park	90	11,389	10,141	6,161	(h)
Greenbelt	261	16,142	42,834	64,490	
Addison Road	50	9,860	11,415	7,060	(f)
Southern Ave.	200	7,515	13,938	11,596	
Naylor Road	46	7,791	7,799	10,495	
Suitland	175	34,258	46,083	55,563	
Branch Ave.	170	43,072	83,537	99,191	
Morgan Blvd.	78	0	0	0	(i)
Largo	141	0	0	1,519	(i)
Huntington-N	18	4,904	4,793	6,460	
Huntington-S	14	2,594	3,327	2,301	
Vienna-N	88	27,986	37,013	53,696	
Vienna-S	101	28,584	35,420	43,860	
Dunn Loring	36	13,328	14,473	19,419	
West Falls Church	121	50,177	58,321	63,552	
East Falls Church	20	14,749	16,008	21,289	
Braddock Road	10	4,473	5,349	5,779	
King Street	30	16,266	18,949	22,748	
Van Dorn	46	14,208	13,228	17,430	
Franconia	145	8,488	1,516	3,326	(g)
Total	3,612	\$740,759	\$903,399	\$1,079,485 ***	

* Based on 12 hour days, 20 days per month, at a rate of \$.25 per 45 minutes per day.

** Parking meter rates prior to FY 2005 were \$.25 per 1 hour.

*** Parking fees were increased by 19 percent for FY 2005. If FY 2004 and FY 2005 utilization and total number of meters were the same, we estimated that the difference in parking meter revenue between FY 2004 and FY 2005 would have been \$4,441.

- (a) WMATA had 3,390 installed meters in FY 2003, 3,410 installed meters in FY 2004 and 3,612 installed meters in FY 2005
- (b) Meters installed in Shady Grove West during FY 2005
- (c) Meters temporarily removed for six months during FY 2004
- (d) Meters removed during garage construction in FY 2004 and FY 2005
- (e) All meters were removed by the DC government during FY 2004 upon sale of land owned by the District.
- (f) Migration of customers to new or larger facility
- (g) Parking facility being rehabilitated during FY 2004 and FY 2005, increased number of parking meters
- (h) Meters removed for garage construction during FY 2004 and FY 2005
- (i) New station and garage opened during FY 2005

As previously noted, PARK has the primary responsibility to report on all parking meter revenues collected by TRES. Upon completion of the daily parking meter collection schedule by TRES, the parking meter revenue is transported back to the RCF building, secured in the revenue vault until processed for counting and bagging the following day. PARK receives a weekly cumulative collection report from each station. PARK then generates a monthly parking revenue report, noting varying parking meter circumstances at particular stations, such as construction impediments or the addition or subtraction of meter. However, PARK does not examine revenue irregularities, anomalies and/or trends. We recommend that PARK continue issuing a monthly revenue report but additionally include an examination and evaluation of any irregularities or variances in parking meter revenues that may have occurred for the period under review.

3. Consideration should be made to evaluate short term parking needs at each station and evaluate the needs of short term spaces and the feasibility of standardizing the remaining parking meters up to a maximum limit of 12 hours.

Metro parking meters have a variety of time-limits, including four to seven-hour (2,219) and twelve-hour (1,393) meters. All Metro parking meters charge the same rate, \$.25 per 45 minutes. We determined that the location of the meters in proximity to the station may also dictate where a customer prefers to park. The closer the meter is located to the entrance of a station, the more likely the meter will be used, whether it is labeled a short or long term parking meter. We observed this customer preference, particularly at those stations which have a limited number of meters conveniently located near the station entrance, such as at Landover. Consideration should be given to charging a higher rate at those meters closest to the station as a premium for the convenience of being closer to the station. Additionally, according to PARK, the twelve hour meters generally generate more revenue than the short term meters. However, it has been determined, from observations, that many daily customers, those who park at meters more than eight hours at a time, park their vehicles at meters that have only seven hour limits. We

recommend that each parking lot be evaluated by PARK to determine the need and placement for short-term four-hour limit parking meters, such as the Kiss & Ride areas, and evaluate the feasibility to standardize all other parking meters with the maximum of 12 hours. This would reduce the confusion among customers and give customers more parking options. According to PARK, the long-term meters were initially installed to accommodate customer needs that usually exceeded the number of available garage spaces. PARK's evaluation, as previously noted, should take into account the evolving change in parking demands for each station.

4. Enforcement of WMATA's parking metered spaces needs to be increased by MTPD.

In an internal review of Parking Revenue, it was determined that some WMATA employees, from a variety of offices including RTRA, SARP, Elevators/Escalators and MTPD park their personal cars at metered spots throughout the rail system without paying. Additionally, many of these cars are parked in the short-term parking metered spots that are located in "kiss-and-ride" areas adjacent to, or directly in front of WMATA's stations. Metro customers pass these same cars on a daily basis as they walk to and from the station. During the past few months (May, July, September and October 2005), we have done field audits and observed that in many cases the same Metro employees continue to park their personal cars at the same metered spots without risk or concern about receiving a parking citation. These employees use a variety of identification labels in their respective windshields indicating that their personal vehicle is on "official" WMATA business. However, these vehicles are not sanctioned by WMATA, and as a result this practice of erroneous windshield identification could raise some obvious questions among WMATA customers. Questions such as; who are these WMATA employees and what are they doing at these limited metered spots without paying? Additionally, the Authority runs the risk of being asked these same questions by the media. We have determined that this is a violation of WMATA employee policy as restated in Staff Notice 2005-010 issued by the Acting AGM of Operations.

During our field audits (May, July, September, October 2005), we also determined that a significant proportion of these parking violations were being committed by MTPD employees. These employees use MTPD shoulder patches, photocopies of their badges or business cards to identify themselves as WMATA employees on official business. Likewise, many of these vehicles continue to use the metered spots as if they were their personal spaces, without regard to the fact that the meters should be paid for and that WMATA does not sanction free parking for its employees. Discussions with MTPD representatives indicate that all citations (which result in revenue to local jurisdictions and do not appear as WMATA revenue) including parking citations are collected daily, but they are not kept in a database, nor are they classified by violation. Therefore, it would be very difficult to assess the amount of citations that have been given out for parking meter violations during the past year.

5. Parking meter signage needs to be more accurate and adequate.

As previously noted, we determined that many WMATA parking lots that have parking meters have a variety of short and long term parking meters. Customers occupy those meters closest to the station, regardless of the total amount of parking time that may be available on a specific parking meter. Specifically, we observed this in Greenbelt and New Carrollton, where the seven hour and twelve hour meters are in the same parking area. The short or long term meters can only be identified after the customer leaves his/her car to put money in the meters. It appears that customers feed the meters regardless of the maximum time allowed on the meter. If WMATA continues to provide both short and long term parking meters throughout the system, it would be best to clearly designate Kiss & Ride lots as having only short term meters and those lots with both short and long term meters should be clearly identified as which ones are short term.

We also observed at several locations specially designed signs designating reserved spaces for WMATA employees. We noted this at the Greenbelt station which has three spaces within the metered lot area as dedicated to "RTRA Employees." According to PARK, RTRA employees are not entitled to any spaces and that these signs were not produced or sanctioned by PARK for such purposes. We determined that although CONS has the responsibility for fabricating and installing parking lot signs, placement and wording of any signage related to parking should be determined by PARK prior to ordering and installation by CONS.

RECOMMENDATIONS

1. AFCS with active support and guidance from PARK need to evaluate whether to convert and update all mechanical parking meters to electronic meters that should be identified by specific numbers for inventory, location, collection and repair purposes or explore other new and advanced methods of collection.
2. WMATA should consider whether it would be appropriate to charge a higher rate at meters (spaces) closer to the stations as a premium for the convenience of being closer to the station.
3. TRES should have all parking meter collectors' complete daily logs noting malfunctioning meters, locations, and other relevant observations.
4. TRES should assure that all parking meter collection canisters leaving the RCF be labeled and logged prior to daily collection then inventoried and logged upon completion of the daily collection.
5. The TRES parking meter collection vehicle should be equipped with a GPS tracking device for location at all times and the daily collector should continue to be outfitted with a cell phone for communication and emergency purposes.

6. We recommend that PARK continue to issue a monthly parking meter revenue report, including an examination and evaluation of revenue irregularities and variances for that month.
7. PARK should assess the number and need for short term parking meters (maximum of four hours) by lot, including kiss & ride lots, and assess the feasibility of standardizing the remaining parking meters to accept coins up to a maximum of twelve hours of parking.
8. All WMATA employees' owned vehicles parked at expired meters should be ticketed by either MTPD or the relevant local police/parking jurisdiction just like any other customer vehicle.
9. We determined that, although PLNT has the responsibility for fabricating and installing parking lot signs, PARK should have prior approval before any related work orders are processed for placement and wording of all signage related to parking.

We discussed our recommendations with PARK. Although PARK generally agreed with our recommendations, specifically, PARK stated that they only have the responsibility to report but no responsibility or staff to analyze parking meter revenues. PARK is of the opinion that since they have no responsibility for collecting parking meter revenues, it is impossible to properly validate and reconcile the daily collections.

AFCS agreed with our recommendations and are attempting to place a specific WMATA serial number on every new electronic meter for tracking purposes.

TRES reviewed the recommendations pertaining to TRES and concurred with the recommendations, agreeing that the parking meter collectors should make additional notes of observations impacting parking meter revenues and other suspicious activities that could be reported to MTPD.

Additionally, we met with Mr. Robert Marsili, City Wide Program Manager for the District Department of Transportation (DOT) to discuss DOT's pending RFP to replace their existing parking meter contractor. Mr. Marsili stated that the District's parking meter program is a "work in progress," but that new parking meter technology was being tested in various parts of the city. He also stated that the District's RFP could be amended to include WMATA's parking meter needs, where applicable. Talks between WMATA (PARK) and the District regarding parking meters are expected to continue.

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