



Wednesday, April 24, 2024

6:00 p.m.

By Zoom Virtual Video Conference and Tele Conference

To allow public access, anyone may access a meeting by telephone, Zoom, and/or the City of Norwalk YouTube channel. Specific instructions and links can be found at www.norwalkct.org/meetings.



Members of the public can call in and listen to a meeting. They will not be able to speak or see any of the meeting participants. Each meeting will use a unique Meeting/Webinar ID. Please find the information using the link above.



Members of the public who wish to provide "live comments" will need to register in advance and use the Zoom meeting platform. All participants will be muted upon entering the meeting. To speak, click the "raise your hand indicator" and you will be called on by the host of the meeting during the public comment section. Please find the information using the link above.



Members of the public who wish to view the meeting, but are not participating, can view a live stream on the City of Norwalk YouTube channel. This stream is delayed by approximately 20 seconds. Please find the information using the link above. The meeting recording and minutes will be posted on the City of Norwalk website within seven (7) days after the meeting.



Members of the public who wish to provide public comment are encouraged to submit those via email in advance of the meeting. For these comments to be read into the record, they should be submitted at least three hours in advance of the meeting start time. Please email Bryan Lutz blutz@norwalkct.gov to provide written public comment prior to the meeting.

AGENDA

1. Public Comment, limited to three minutes for each speaker
2. Discussion and action related to minutes from the Parking Authority meeting Wednesday, March 27, 2024
3. Engineering and Project Report
 - a. Update -TMP 2023-01 -YDG Exterior Repairs and Improvement
 - b. Update -TMP 2024-2 Parking Operator for the Norwalk Parking Authority
4. Financial and Operating Report -LAZ
5. Old Business
 - a. Update -LAZ Customer Service Training
 - b. Update -15-minute free parking -Wall Street
6. New Business
 - a. Update-New sign installation on Washington
7. Motion to Adjourn

Next Parking Authority meeting: Wednesday, May 22, 2024 at 6:00pm

To allow public access, anyone may access a meeting by telephone, Zoom, and/or the City of Norwalk YouTube channel. Specific instructions and links can be found at

[Agendas | Norwalk, CT - Official Website \(norwalkct.org\)](https://norwalkct.org)



Members of the public can use a telephone to call in, attend, listen and comment during the meeting. However, they will not be able to see any of the meeting participants. Each meeting will use a unique Meeting/Webinar ID. All participants will be muted upon entering the meeting. To speak, dial *9 on the phone and you will be called on by the host of the meeting during the public comment section. All speakers must state their name and address. Comments must be on a topic on the agenda, and are limited to three minutes. Anyone disrupting the orderly conduct of the meeting, including by using threatening, hateful, or sexually-explicit language, will be removed.



Upon written request, not less than 24 hours prior to the meeting, a member of the public can request a physical location to attend this virtual meeting at City Hall. Such a member of the public will be provided access to a telephone so that they can attend the meeting in real time. The member of the public can call in, attend, listen and comment during the meeting. Each meeting will use a unique Meeting/Webinar ID (see above). A set of instructions will be left with the telephone for the member of the public to use in order to access the meeting.



Members of the public who wish to “view the meeting live” and/or “provide live comments” can use the Zoom meeting platform by going to either <https://norwalkct-org.zoom.us/j/83880537065> or www.norwalkct.org/meetings and clicking on the “View/Participate Live on Zoom” link that is on the line with the meeting date and time. All participants will be muted upon entering the meeting. To speak, click the “raise your hand indicator” and you will be called on by the host of the meeting during the public comment section. All speakers must state their name and address. Comments must be on a topic on the agenda, and are limited to three minutes. Anyone disrupting the orderly conduct of the meeting, including by using threatening, hateful, or sexually-explicit language, will be removed.



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Members of the public who wish to provide public comment are encouraged to submit those via email in advance of the meeting. For these comments to be included into the record, they must be submitted by 12:00 p.m. the day of the meeting. Please email Bryan Lutz at blutz@norwalkct.gov with the subject line “Public Comment” to provide written public comment prior to the meeting.

**PARKING AUTHORITY
REGULAR MEETING VIA ZOOM VIRTUAL VIDEOCONFERENCE
AND TELECONFERENCE
MARCH 27, 2024**

ATTENDANCE: Matthew Seebeck, Vice Chairman
Jud Aley
Peter Fullam
Pamela Parkington

STAFF James Travers, Director, TMP
Bryan Lutz, Asst. Parking Director, TMP

OTHERS: Rocky Legesse, LAZ Parking

CALL TO ORDER

Mr. Seebeck called the meeting to order at 6:00PM.

1. PUBLIC COMMENT, LIMITED TO THREE MINUTES EACH SPEAKER

There were no public comments this evening.

**2. DISCUSSION AND ACTION RELATED TO THE MINUTES FROM THE PARKING
AUTHORITY MEETING THAT WAS HELD ON WEDNESDAY, FEBRUARY 28, 2024.**

**** MR. ALEY MOVED TO APPROVE THE MINUTES AS SUBMITTED.**
**** MR. FULLAM SECONDED THE MOTION.**
**** THE MOTION PASSED UNANIMOUSLY.**

3. ENGINEERING AND PROJECT REPORT:

- a. Update- TMP 2023-01 YDG Exterior Repairs and Improvement

Mr. Lutz provided an update and said the contract was executed on March 25, 2024, for the concrete repair portion of the project, and he is working with Desmond Associates to get the schedule for mobilization and key milestone dates from the contractor. He said they are

anticipating the contractor will begin the work at the end of April or beginning of May and staff has started going around to the local businesses this week to provide them with an overview of the project, and to inform them that the garage will remain open during the project.

Mr. Fullam asked if the contractor will be doing painting/cleaning in preparation for the work and if people should be concerned about their cars. Mr. Lutz said this part of the project is not part of the painting process and they will be removing the concrete ribs at the bottom of the garage and applying sealant throughout the facility. Mr. Travers said there will be sections of the garage that will be marked off and the contractor will only be working in one portion of the garage at a time.

Mr. Seebeck asked for more detail on what the outreach looks like. Mr. Lutz said currently he and Mr. Legesse are going door to door to explain what the project entails and that there will be areas in the garage to park that are not under construction or affected by the work. Mr. Seebeck requested that the feedback from the businesses that are received be brought back to the Parking Authority regarding how the Parking Authority can better partner with them in the future. Mr. Travers said while having lunch at BJ Ryans today some of the business owners in the area expressed their appreciation and excitement about the project and that there is overall excitement about the Wall Street corridor at this time. Mr. Lutz said they will also be sending e-mails to the permit holders similar to what was done for the East Norwalk Railroad Station closures and will provide them with a phone number if they have any questions.

b. Update- TMP 2024-2 Parking Operator for the Norwalk Parking Authority

Mr. Lutz said that the proposals were opened last Thursday and the submissions included Imperial Parking, Pro-Park America, LAZ Parking, and SP Plus and the next step in the process is to begin reviewing the proposals and will be scheduling a meeting for the selection committee on April 8, 2024, to review the proposals at a high-level and to select a date for interviews for the proposers that are selected. He said the Dixon Group are also working on a few items to help with this review. He said the interviews will be 45 minutes for each firm and will be held in person and the dates and location will be provided to the selection committee in the next few weeks.

c. Update- East Norwalk Train Station Closure March 11- April 1, 2024

Mr. Lutz provided an update and said during the temporary closure staff was out to assist the local commuters and collaborated closely with CTDOT and the Transit District to ensure a seamless experience for those who are inconvenienced by the closure. He said once the station reopens, he will be reaching out to the CTDOT and Transit District to form a postmortem to help them improve upon the operations in anticipation for the next closure which will take place at the end of May or beginning of June. He said that 98 of the 103 permit holders that expressed interest in using the South Norwalk Railroad Station during the closure were actively parking at the South Norwalk Railroad Station. Mr. Seebeck said there more action at the South Norwalk Railroad Station this morning when he went to park there today there was an entire level that was full that is not usually full when he commutes from there and some of the East Norwalk commuters had commented that they are hopeful that the new East Norwalk Railroad Station resembles how nice and clean the South Norwalk Railroad Station is.

4. FINANCIAL AND OPERATING REPORT

Mr. Legesse reported and said that parking revenue was under budget 3.5% for the month, but 1.9% over budget year to date. He said the underperformance was due to Haviland Deck and on-street activities being slower and has noticed that parking violation revenue has been down for the past few months.

Mr. Legesse said the expenses were under budget for both the month and year-to-date which was favorable and provided a positive fund balance of \$16,000 over the budget of \$6,000, and to date the fund balance is over \$480,000 but there have been some projects that were deferred and plan to use the fund balance. Mr. Aley asked what some of the deferred projects are. Mr. Legesse said the overhead door repair and stair repair at the South Norwalk Railroad Station, as well as some bathroom repairs that need to be completed.

Mr. Legesse said for the month of February total revenue for the month was up 1% compared to last month but was down 0.8% compared to last February and the year-to-date revenue is up 5.1% compared to last year. He said the increase in revenue is due to increased activity at the Maritime Garage. He said the meter revenue at Haviland Deck is down compared to the prior year and prior month and has seen a major decline in weekend evening activity. He said the North Water Street lot however did outperform the prior months which is mainly due to some activities at Washington Prime. Mr. Seebeck asked if similar trends are being seen in March. Mr. Legesse said there were also some snow days in February and are seeing better performance in March. Mr. Travers said there is also an occupancy issue on Washington Street that is contributing to the decline. Mr. Aley said that more restaurants are opening in the mall, which could also be a contributing factor.

Mr. Legesse reported on the variance report and said even though the parking revenue from parking violations did not meet the 20% or \$5,000 requirement for the variance report he wanted to include it because there was a decline in violation revenue in January and February, but is still too early to tell if it is do the compliance but is a good sign as they would rather the revenue come from parking rather than from violations. He said on the expense side there were three items that met the requirement which included building repair and maintenance, snow removal, and the service contract.

Mr. Legesse reported on the systemwide activity and said both systemwide and transient activity are below last year but revenue is up 5.1% from last year. He said the reason for the increased revenue is up on a year-to-date basis event is due to the railroad facilities which are a higher rate.

Mr. Fullam said he has noticed over the last few weeks it seems there is a business that is parking cars on the second floor of the Yankee Doodle Garage that are not coming from McMahon Ford and asked who is using it and if they should be required to park on the top level. Mr. Legesse said a few weeks ago Wheels 2 you were trying to park cars on the second floor but were stopped because there is not a signed contract and he will be sure there are no cars parked on the second level and as they should not be parking there.

Mr. Legesse reported on the permit sales and said there has been an increase resulting in increased revenue systemwide and there was a total of 2,818 permits sold systemwide.

Mr. Legesse reported on the on-street parking and said there is a decline in on-street parking which resulted in decreased revenue which is due to a decrease on N. Main Street, S. Main Street, and the outer corridor. He said in prior years the preferred payment was 73% credit card and 27% cash and this year are transitioning into 91% in credit cards 9% in cash is a good story to tell as the new multi-space meters have been installed that converted cash transactions to credit card transactions.

Mr. Legesse reported on parking enforcement and said ticket issuance was down for the month, which could be attributed to the weather. He said that citation revenue was up compared to the same period last year and citation revenue accounts for 20.3% of system revenue year to date and 14.4% comes from fines and 5.9% comes from late fees on citations. He said the total beach citations that were paid from May 15th through October 15th was \$3,100.

Mr. Legesse reported on the parking violations collection program and said year to date through February \$109,850 was collected and in 2023 \$129,477 was collected for the year so if the trend continues, they may be collecting more than what was collected in 2023 due to the efforts from the collection agency sending the notices monthly. Mr. Fullam as if the fee for delinquent tickets is something that can be negotiated. Mr. Legesse said delinquent tickets are due as they are and if they are late are responsible for the late fees but there is leniency for people that come in a day late. Mr. Fullam asked if there is any alternative to get out of the late fees for people that can't pay it. Mr. Seebeck said there was a period where there was a reduced window and the feedback that they received was that a vast majority of delinquencies are non-residents and does not believe parody is necessary. Mr. Legesse said that an amnesty program is being discussed and will provide the Parking Authority an update on when it will be rolled out but most of the delinquent tickets are from out of town. Mr. Lutz said there is also an appeal process that violators can go through.

Mr. Legesse reported on the ticket versus demand analysis and said ticket issuance is down 2.39% from the prior month.

Mr. Legesse reported on Pay by Cell and said they are seeing a constant increase in activity and are also seeing higher usage for on-street parking.

5. OLD BUSINESS

a. Update- Handicap Compliance on Multi-Space Meters

Mr. Lutz provided an update and said the handicapped compliance went live this week on the multi-space meters and is a great step towards handicapped access to the NPA assets and is a big step in making handicap accessibility a little bit friendlier for the constituents and visitors of Norwalk.

b. Discuss and Vote- Credit Card Fees

Mr. Lutz said he has been looking at the statements over the last few weeks and noticed the variances are larger than what he had anticipated, and his recommendation is to put an RFP for credit card processing.

Mr. Fullam said in having some personal experience with credit card processing fees it is a real challenge.

Mr. Seebeck said the results of the RFP will provide direction as to how much the market is willing to inform that in that regard and he thinks it's a great first step.

****MR. ALEY MOVED TO APPROVE TMP PUTTING OUT A REQUEST FOR PROPOSAL TO SEEK AN ALTERNATIVE CREDIT CARD PROCESSING VENDOR.**
**** MR. FULLAM SECONDED THE MOTION.**
**** THE MOTION PASSED UNANIMOUSLY.**

6. NEW BUSINESS

a. Discuss and Vote- Customer Satisfaction Survey

Mr. Lutz said that staff is recommending to run a five question survey over the next several months and the feedback they receive will help to enhance the quality of the operations, and if they receive good engagement and feedback the survey can be run throughout the year to get more feedback, and he would eventually like to see improvements to the online reviews through the actions that are taken from the feedback that is received. He said the survey will be accessible via a QR code that will be strategically placed throughout all of the facilities, business card distribution by staff, and tablets used by staff to engage the customers. He said if approved the survey can go live in the next few weeks and he will report on the feedback that is received at the next meeting. Mr. Seebeck asked if this could be incorporated with Parkmobile so that people who create transactions have the opportunity to fill out the survey. Mr. Legesse said he will engage with ParkMobile.

Mr. Lutz read the questions that will be on the survey and said he is happy to take any suggestions. Mr. Fullam suggested the questions be multiple choice. Mr. Alely suggested one of the questions ask, "how easy the parking experience was". Ms. Parkington suggested one of the questions ask, "what the ease of parking/location was". Mr Lutz said the LAZ team had developed most of the questions and can be revised to include the suggestions made this evening.

**** MR. FULLAM MOVED TO APPROVE STAFF MOVING FORWARD WITH THE CUSTOMER SATISFACTION SURVEY.**

**** MS. PARKINGTON SECONDED THE MOTION.**

**** THE MOTION PASSED UNANIMOUSLY.**

Mr. Seebeck asked if there is an opportunity regarding the space that Economic Development is sponsoring on Washington Street and when they do find a tenant if they could cross promote it on the Parking Authority's website. Mr. Travers said he thinks it's a great idea and will have a discussion with Ms. Godeski.

7. ADJOURNMENT

**** MR. ALLEY MOVED TO ADJOURN**

**** MS. FULLAM SECONDED THE MOTION.**

**** THE MOTION PASSED UNANIMOUSLY.**

The meeting was adjourned at 6:59PM.

Respectfully submitted,

Dilene Byrd



**March
2024**

Operations Report

FINANCIAL SUMMARY

	March-24					YTD (July - March)					FISCAL YEAR	
	Actual	Budget	Var	Var	Actual	Actual	Budget	Var	Var	Actual	Forecast	Budget
	2024	2024	\$	%	PY	2024	2024	\$	%	PY		
REVENUES:												
Parking Revenue	517,609	529,803	(12,194)	-2.3%	531,136	4,962,172	4,889,603	72,569	1.5%	4,784,829	6,616,229	6,518,573
Other Revenue	9,369	8,115	1,255	15.5%	4,804	78,956	73,032	5,924	8.1%	40,036	105,275	97,376
Total System Revenue	526,978	537,918	(10,940)	-2.0%	535,940	5,041,128	4,962,635	78,494	1.6%	4,824,865	6,721,504	6,615,949
EXPENSES:												
Operations	298,870	359,249	(60,378)	-16.8%	283,867	2,921,375	3,201,363	(279,988)	-8.7%	2,680,180	4,195,166	4,304,199
City Support/Admin Svcs	61,949	63,377	(1,428)	-2.3%	65,632	557,543	570,393	(12,850)	-2.3%	561,802	743,390	760,524
Debt Service	104,593	104,593	0	0.0%	107,180	941,341	941,341	-	0.0%	969,311	1,255,121	1,255,121
Capital Reserve & Replacemen	11,250	11,250	0	0.0%	11,250	90,000	101,250	(11,250)	-11.1%	90,000	120,000	135,000
Total Expenses	476,663	538,469	(61,806)	-11.5%	467,929	4,510,258	4,814,346	(304,088)	-6.3%	4,301,294	6,313,677	6,454,844
Fund Balance	50,315	(552)	50,867	-9221.8%	68,011	530,870	148,288	382,582	258.0%	523,571	407,827	161,105

Budget Summary

- Parking revenue is **2.3% under** budget for the month and **1.5% over** budget YTD.
- Total expenses are **11.5% under** budget for the month and **6.3% under** budget YTD.
- Transient revenue is **7.3% over** budget for the month and **5.9% over** budget YTD. Compared to the same period last year, YTD transient revenue is **5.2% above** last year.

Month and YTD Comparisons

- Total Revenue for the month is **up 2.6%** compared to last month and is **down 2.3%** compared to last March. YTD revenue is **up 4.3%** compared to last year.
- Transient activity for the month is **up 11.8%** compared to last month and is **down 5.2%** compared to last March. YTD transient activity is **down 2.8%** compared to last year.
- Permit activity (number of permits sold) is **up 1.7%** compared to last month and is **up 5.2%** compared to last March. YTD permit activity is **up 3.9%** compared to last year.
- Permit Revenue is **up 1.5%** compared to last month and is **up 1.6%** compared to last March. YTD permit revenue is **up 4.7%** compared to last year.

Variance Report (Actual v. Budget)

The Variance Report identifies and explains variances that are at least 20% and \$5,000 compared to budget.

VARIANCE REPORT - Major Variances (+/- 20% and \$5,000)

Norwalk Parking Authority
For the Month Ending March 31, 2024

	ACTUAL	BUDGET	Var. (\$)	Var. (%)	COMMENTS	Actual YTD	Budget YTD
PARKING REVENUE							
Parking Violation	\$80,748	\$101,765	(\$21,017)	-20.7%	Decreased violation collection compared to budget. Actual violation ticket collected was 38% lower than budgeted ticket for the month.	\$1,040,911	\$1,034,038
OPERATING EXPENSES							
Building Repair & Maintenance	\$28,210	\$42,622	(\$14,412)	-33.8%	Some repair works have not been completed due to the cold weather.	\$341,316	\$390,520
Utilities Expense	\$12,554	\$6,609	\$5,945	89.9%	Utilities expense line item is over budget for the month due to gas bill that was delayed in payment. The delay was due to vendor not sending the invoice on time.	\$66,271	\$59,485

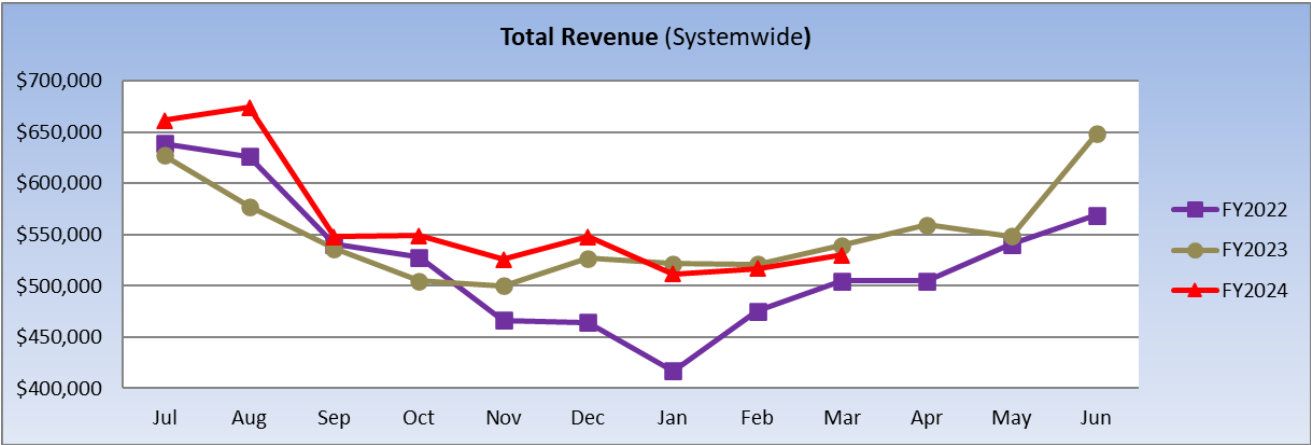
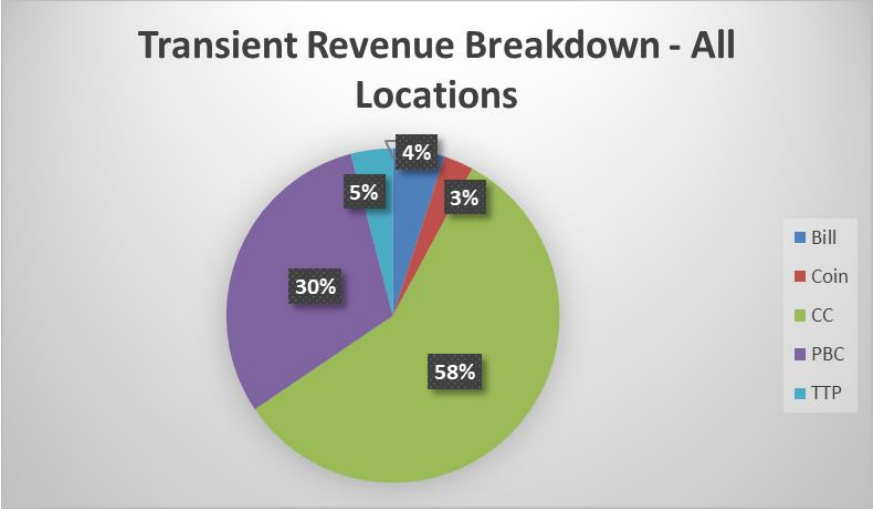
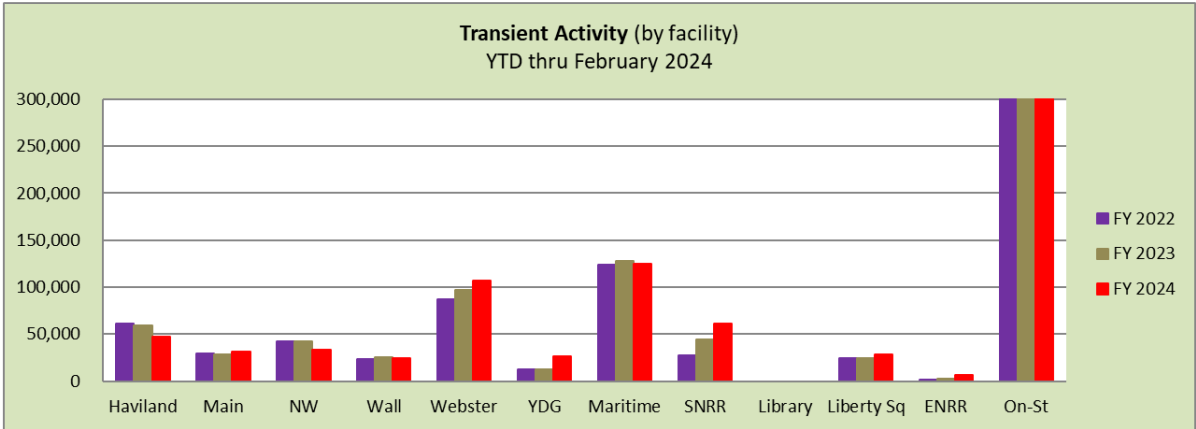
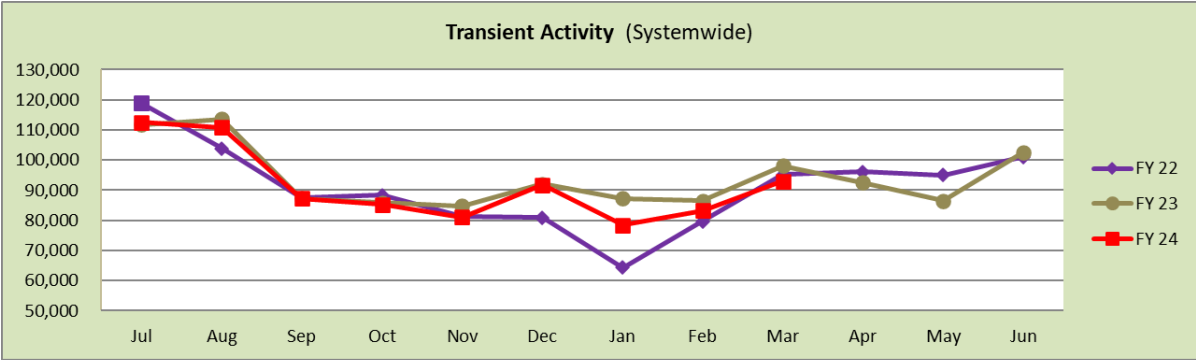
Financial Statement

For the Month ending January 31, 2024

LAZ Karp Associates, LLC and Subsidiaries									
Norwalk Parking Authority									
For the Nine Months Ending March 31, 2024									
Description	Actual	Budget	Variance	% Variance	YTD Actual	YTD Budget	YTD Variance	YTD Variance %	Annual Budget
PARKING REVENUE									
Meter Revenue	52,953.53	57,300.00	(4,346.47)	-7.6%	467,199.84	504,126.47	(36,926.63)	-7.3%	676,027.50
Transient Parking	216,324.53	201,610.34	14,714.19	7.3%	1,938,289.52	1,829,492.24	108,797.28	5.9%	2,428,470.98
Monthly Parking	195,367.34	196,308.22	(940.88)	-0.5%	1,766,089.77	1,766,773.98	(684.21)	0.0%	2,355,698.64
Less: Refunds	(42.35)	0.00	(42.35)	0.0%	(1,284.10)	0.00	(1,284.10)	0.0%	0.00
Parking Violation	80,748.08	101,764.80	(21,016.72)	-20.7%	1,040,911.20	1,034,038.41	6,872.79	0.7%	1,384,395.71
Less: Sales Tax	(27,742.55)	(27,180.42)	(562.13)	2.1%	(249,034.22)	(244,828.31)	(4,205.91)	1.7%	(326,020.18)
TOTAL PARKING REVENUE	517,608.58	529,802.94	(12,194.36)	-2.3%	4,962,172.01	4,889,602.79	72,569.22	1.5%	6,518,572.65
OTHER REVENUE									
Marketing/Advertising	0.00	1,500.00	(1,500.00)	-100.0%	0.00	13,500.00	(13,500.00)	-100.0%	18,000.00
ATM Machines	200.00	333.33	(133.33)	-40.0%	2,287.00	2,999.97	(712.97)	-23.8%	3,999.96
Lease Income - SNRR/MG	4,948.40	3,080.00	1,868.40	60.7%	44,505.36	27,720.00	16,785.36	60.6%	36,960.00
Lease Income_YDG	1,418.00	418.00	1,000.00	239.2%	8,762.00	3,762.00	5,000.00	132.9%	5,016.00
SNRR Concessions Income	2,803.00	2,700.00	103.00	3.8%	23,402.00	24,300.00	(898.00)	-3.7%	32,400.00
Investment Income	0.00	83.33	(83.33)	-100.0%	0.00	749.97	(749.97)	-100.0%	999.96
TOTAL OTHER REVENUE	9,369.40	8,114.66	1,254.74	15.5%	78,956.36	73,031.94	5,924.42	8.1%	97,375.92
TOTAL SYSTEM REVENUE	526,977.98	537,917.60	(10,939.62)	-2.0%	5,041,128.37	4,962,634.73	78,493.64	1.6%	6,615,948.57
OPERATING EXPENSES									
Gross Wages	88,241.07	107,692.28	19,451.21	18.1%	966,556.83	1,023,076.67	56,519.84	5.5%	1,399,999.66
Payroll Tax Expense	10,765.01	13,623.04	2,858.03	21.0%	119,089.70	129,418.92	10,329.22	8.0%	177,099.60
Group Health Insurance	12,394.15	11,307.69	1,086.46	-9.6%	117,475.38	107,423.07	10,052.31	-9.4%	147,000.00
Worker's Compensation Expense	3,574.10	4,523.07	948.97	21.0%	39,539.46	42,969.16	3,429.70	8.0%	58,799.90
401K Match Expense	1,702.00	2,153.84	451.84	21.0%	18,828.58	20,461.50	1,632.92	8.0%	27,999.96
Operating Expenses	5,053.96	10,416.66	5,362.70	51.5%	61,824.44	93,749.94	31,925.50	34.1%	124,999.92
Maritime Condo fees	1,779.45	1,964.52	185.07	9.4%	16,015.05	17,680.68	1,665.63	9.4%	23,574.24
Management Fee Expense	8,333.33	8,333.33	0.00	0.0%	74,999.97	74,999.97	0.00	0.0%	99,999.96
Uniforms	0.00	3,333.34	3,333.34	100.0%	8,768.55	30,000.06	21,231.51	70.8%	40,000.08
Signage	1,005.77	4,166.68	3,160.91	75.9%	20,493.24	37,500.12	17,006.88	45.4%	50,000.16
Tickets	0.00	1,250.02	1,250.02	100.0%	20,931.44	11,250.18	(9,681.26)	-86.1%	15,000.24
Office Expense	1,556.42	1,333.33	(223.09)	-16.7%	17,085.36	11,999.97	(5,085.39)	-42.4%	15,999.96
Building Repair & Maintenance	28,209.97	42,621.67	14,411.70	33.8%	341,316.04	390,520.03	49,203.99	12.6%	554,150.04
Snow Removal	33,211.45	38,500.00	5,288.55	13.7%	87,371.00	166,250.00	78,879.00	47.4%	177,500.00
Service Contract	8,603.89	12,990.15	4,386.26	33.8%	176,491.87	151,029.57	(25,462.30)	-16.9%	201,372.76
Sanitation	2,431.47	2,460.00	28.53	1.2%	15,904.21	22,140.00	6,235.79	28.2%	29,520.00
Security Services	5,704.25	7,542.19	1,837.94	24.4%	76,407.71	97,373.52	20,965.81	21.5%	129,831.36
Permit/Violation Management	8,800.73	12,500.01	3,699.28	29.6%	98,725.54	112,500.09	13,774.55	12.2%	150,000.12
Utilities Expense	12,554.23	6,609.47	(5,944.76)	-89.9%	66,271.02	59,485.23	(6,785.79)	-11.4%	79,313.64
Vehicle Expense	6,884.16	5,833.33	(1,050.83)	-18.0%	34,519.81	52,499.97	17,980.16	34.2%	69,999.96
Telephone	8,370.35	7,499.99	(870.36)	-11.6%	79,063.14	67,499.91	(11,563.23)	-17.1%	89,999.88
Equipment Expense	0.00	2,499.99	2,499.99	100.0%	1,000.41	22,499.91	21,499.50	95.6%	29,999.88
Bank and Credit Card Fees	26,042.00	24,227.70	(1,814.30)	-7.5%	249,315.77	223,065.73	(26,250.04)	-11.8%	297,413.91
Liability Insurance	12,422.60	13,366.48	943.88	7.1%	119,095.88	123,468.39	4,372.51	3.5%	164,623.69
Parking Program	8,380.00	8,333.33	(46.67)	-0.6%	66,708.25	74,999.97	8,291.72	11.1%	99,999.96
Marketing and Communication	2,850.00	4,166.68	1,316.68	31.6%	27,576.13	37,500.12	9,923.99	26.5%	50,000.16
TOTAL OPERATING EXPENSES	298,870.36	359,248.79	60,378.43	16.8%	2,921,374.78	3,201,362.68	279,987.90	8.7%	4,304,199.04
CITY ADMINISTERED EXPENSES									
Other City Payroll Expenses	38,333.35	38,333.35	0.00	0.0%	345,000.15	345,000.15	0.00	0.0%	460,000.20
Electric	18,214.27	19,642.10	1,427.83	7.3%	163,928.43	176,778.90	12,850.47	7.3%	235,705.20
Sewer	968.26	968.26	0.00	0.0%	8,714.34	8,714.34	0.00	0.0%	11,619.12
Professional Services	3,750.00	3,750.00	0.00	0.0%	33,750.00	33,750.00	0.00	0.0%	45,000.00
Legal Service Retainer	416.66	416.66	0.00	0.0%	3,749.94	3,749.94	0.00	0.0%	4,999.92
Business Expense	266.65	266.65	0.00	0.0%	2,399.85	2,399.85	0.00	0.0%	3,199.80
TOTAL CITY ADMINISTERED EXPENSES	61,949.19	63,377.02	1,427.83	2.3%	557,542.71	570,393.18	12,850.47	2.3%	760,524.24
SUBTOTAL OPERATING EXPENSES	360,819.55	422,625.81	61,806.26	14.6%	3,478,917.49	3,771,755.86	292,838.37	7.8%	5,064,723.28
Debt Service Interest	17,976.55	17,976.55	0.00	0.0%	161,788.95	161,788.95	0.00	0.0%	215,718.60
Debt Service Principle	86,616.84	86,616.84	0.00	0.0%	779,551.56	779,551.56	0.00	0.0%	1,039,402.08
SUBTOTAL DEBT SERVICES	104,593.39	104,593.39	0.00	0.0%	941,340.51	941,340.51	0.00	0.0%	1,255,120.68
Capital Reserve and Replacement	11,249.99	11,249.99	0.00	0.0%	89,999.92	101,249.91	11,249.99	11.1%	134,999.88
TOTAL EXPENSES	476,662.93	538,469.19	61,806.26	11.5%	4,510,257.92	4,814,346.28	304,088.36	6.3%	6,454,843.84
Fund Balance	50,315.05	(551.59)	50,866.64	-9221.8%	530,870.45	148,288.45	382,582.00	258.0%	161,104.73

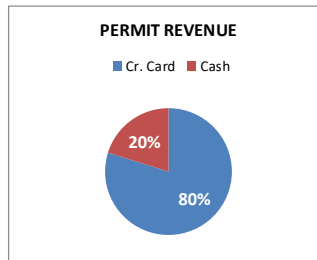
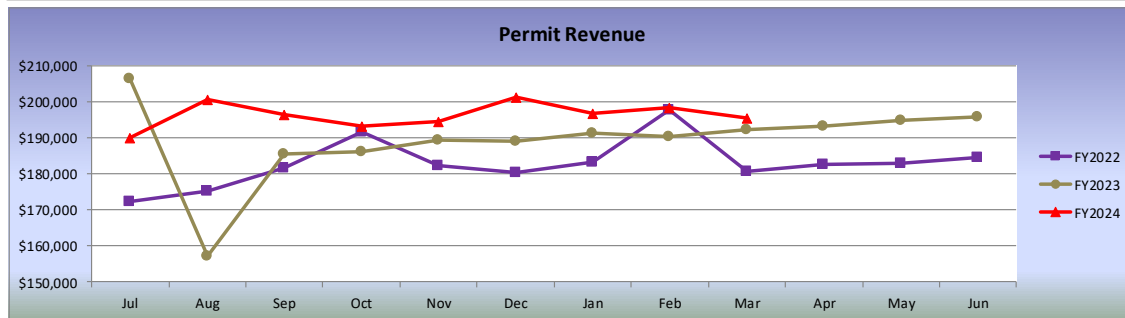
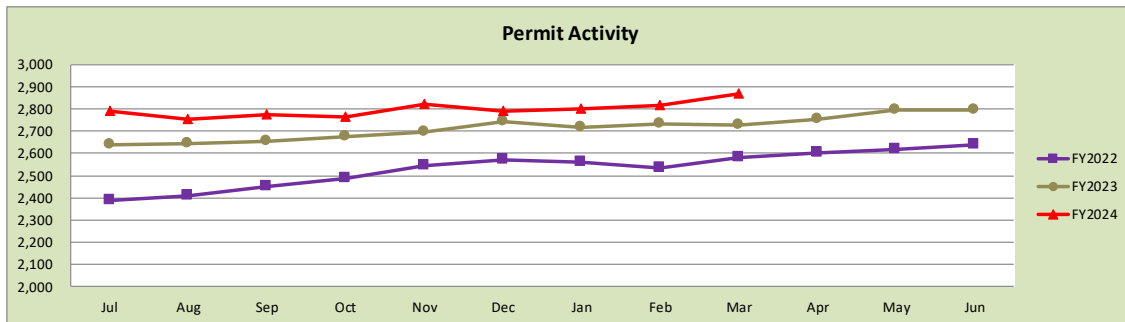
Systemwide Activity

- Overall, systemwide transient activity YTD is **2.8% below** last year and revenue is **5.2% above** last year.



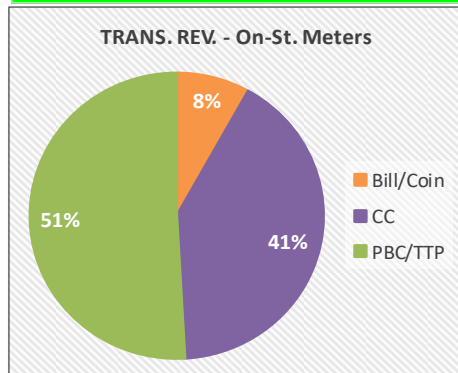
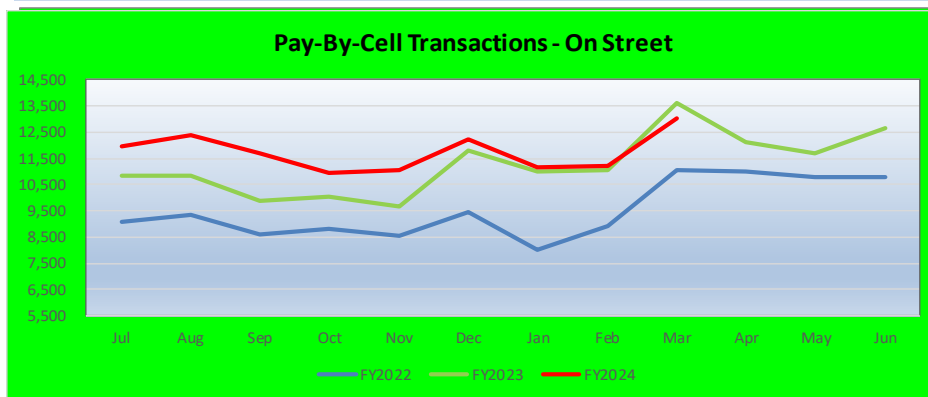
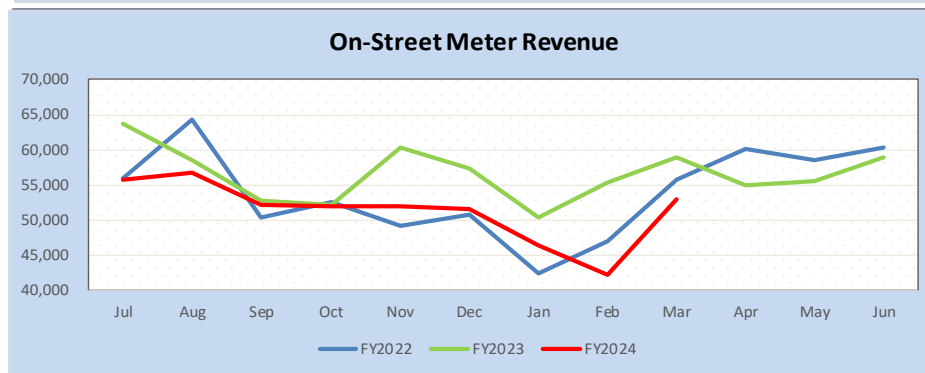
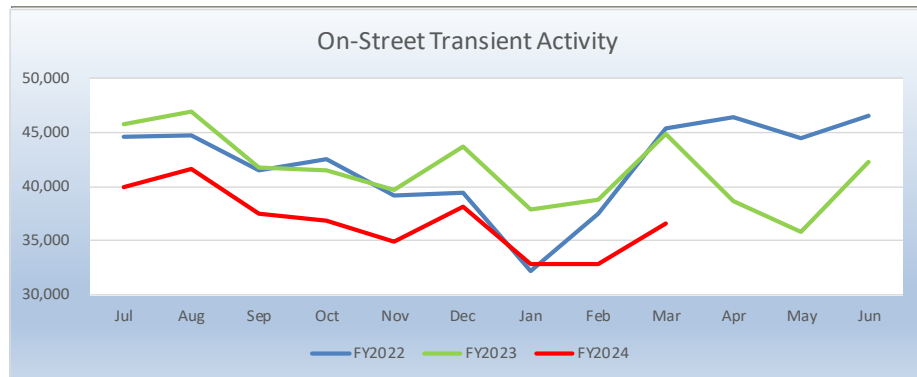
Permit Sales

- Compared to last month, March permits are **up 1.7%** and permit revenue is **down 1.5%**.
- Compared to last year, March permits are **up 5.2%** and permit revenue is **up 1.6%**.
- YTD compared to last year, permit activity is **up 3.9%** and revenue is **up 4.7%**.
- YTD permit revenue is on budget with only \$684 under budget.
- **2,867** permits were sold systemwide. There are 3,066 spaces available for permits and 4,333 total spaces systemwide, including non-metered spaces.



On-Street Parking

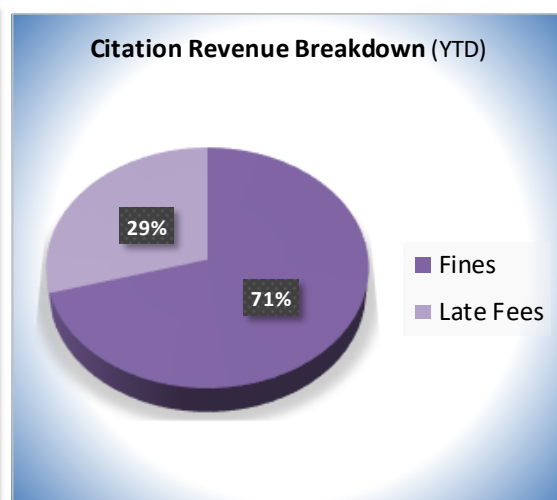
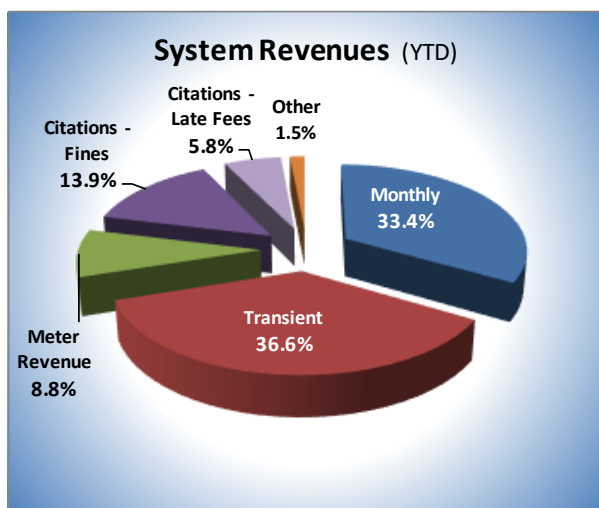
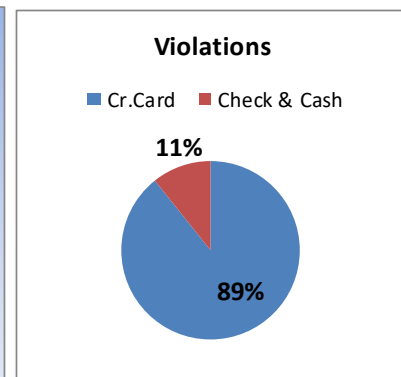
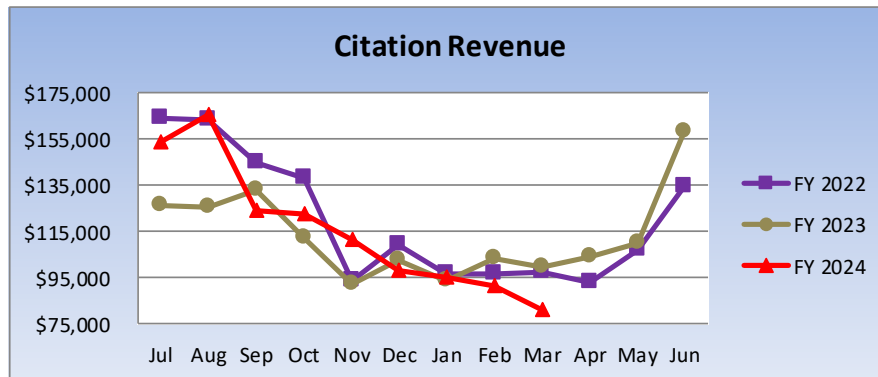
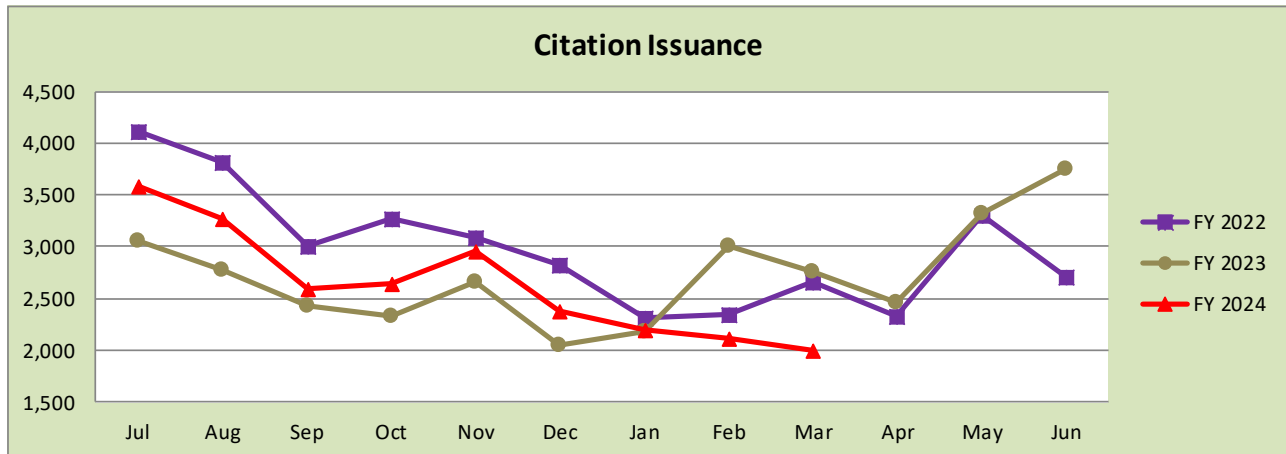
- YTD through March, on-street transient activity was **down 13%** and revenue was **down 9.3%** compared to last year.
- For the month of March, on-street transient activity was **up 11.3%** compared to last month and **down 18.2%** compared to last March.
- Revenue was **up 25.3%** compared to last month and **down 10.1%** compared to last March.
- In SONO, the average PBC transaction was **\$2.30** or an Average Stay of **1.5** hours.
- In the Wall District, the average PBC transaction was **\$1.09** or an Average Stay of **2.2** hours.



On-Street Comparison (SONO, West Ave and Wall District)				
March 2024				
Area	# Transactions	Revenue	Transactions	Revenue
Sono Area	18,145	\$32,130	50%	62%
Wall Area	13,405	\$9,932	37%	19%
West Ave Area	5,105	\$9,844	14%	19%
Total	36,655	\$51,906	100%	100%

Parking Enforcement

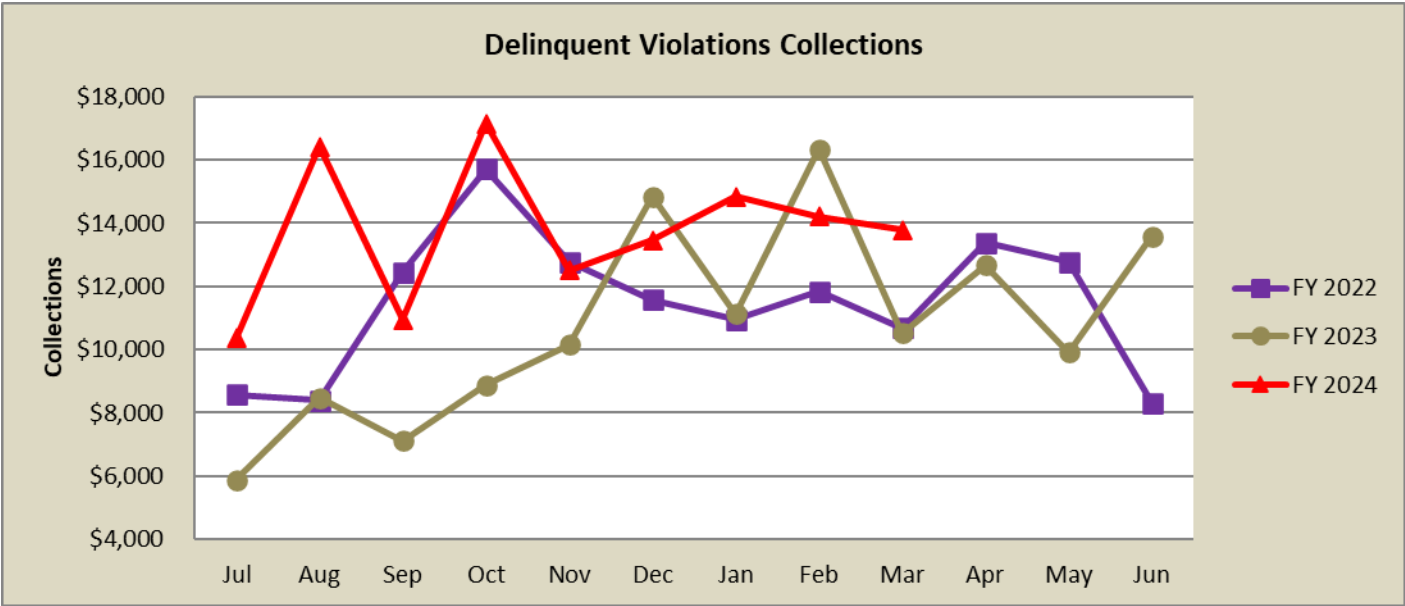
- Compared to last month, ticket issuance was **down 5.6%** and citation revenue was **down 11.9%**.
- YTD through March, ticket issuance was **up 2.2%** and citation revenue was **up 5.2%** compared to the same period last year.
- Citation revenue accounts for **19.7%** of system revenues YTD.
- There were total of 15 Citations paid in February for a total value of **\$2,085** from the beaches.



Parking Violations Collection Program

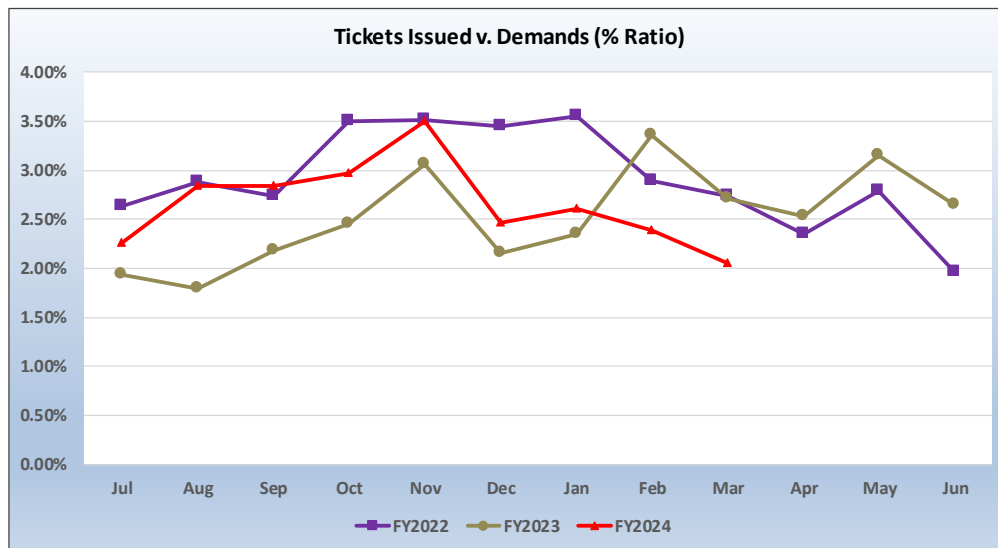
Fiscal Year	Delinquent \$ Collected
2013	\$131,458
2014	\$108,435
2015	\$84,233
2016	\$84,628
2017	\$152,412
2018	\$128,025
2019	\$103,032
2020	\$93,378
2021	\$71,346
2022	\$137,355
2023	\$129,477
2024	\$123,640

YTD thru March



Tickets Issued v. Demands Analysis

Analysis of the ratio of tickets issued compared to transient demands does not include citations issued at the beaches nor does it include violations issued by the Norwalk Police Department.



Tickets Issued (NOT including Beaches & Police issued tickets)

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTAL	AVG.
FY2019	1,574	1,843	1,461	1,569	1,515	1,594	1,294	1,072	1,491	1,468	1,131	1,505	17,517	1,460
FY2020	1,602	1,718	1,484	1,160	1,367	1,710	1,514	1,667	851	17	17	223	13,330	1,111
FY2021	397	362	360	201	136	601	916	752	2,529	2,745	1,728	2,689	13,416	1,118
FY2022	3,127	2,993	2,390	3,092	2,859	2,783	2,284	2,305	2,606	2,257	2,650	1,981	31,327	2,611
FY2023	2,164	2,033	1,897	2,104	2,595	1,986	2,053	2,903	2,655	2,342	2,730	2,713	28,175	2,348
FY2024	2,540	3,146	2,482	2,534	2,838	2,266	2,047	1,984	1,909				21,746	2,416

Transient Demands (NOT including Beaches)

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTAL	AVG.
FY2019	106,168	112,894	87,811	91,061	86,286	95,118	90,170	86,885	104,945	99,209	101,014	106,576	1,168,137	97,345
FY2020	110,327	113,742	96,762	110,459	100,233	101,475	106,779	108,995	46,453	0	0	39,154	934,379	77,865
FY2021	60,962	65,055	60,234	59,448	44,445	44,600	52,682	47,949	71,404	76,193	83,038	93,578	759,588	63,299
FY2022	118,674	103,859	87,480	88,359	81,427	80,829	64,339	79,672	95,094	96,140	94,935	101,065	1,091,873	90,989
FY2023	111,814	113,560	87,199	85,804	84,706	92,082	87,283	86,518	98,079	92,535	86,456	102,660	1,128,697	94,058
FY2024	112,565	110,796	87,317	85,255	81,074	91,771	78,338	83,167	92,950	0	0	0	823,233	68,603

Ratio (%) - Tickets v. Demands

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	AVG.
FY2019	1.48%	1.63%	1.66%	1.72%	1.76%	1.68%	1.44%	1.23%	1.42%	1.48%	1.12%	1.41%	1.50%
FY2020	1.45%	1.51%	1.53%	1.05%	1.36%	1.69%	1.42%	1.53%	1.83%	0.00%	0.00%	0.57%	1.16%
FY2021	0.65%	0.56%	0.60%	0.34%	0.31%	1.35%	1.74%	1.57%	3.54%	3.60%	2.08%	2.87%	1.60%
FY2022	2.63%	2.88%	2.73%	3.50%	3.51%	3.44%	3.55%	2.89%	2.74%	2.35%	2.79%	1.96%	2.92%
FY2023	1.94%	1.79%	2.18%	2.45%	3.06%	2.16%	2.35%	3.36%	2.71%	2.53%	3.16%	2.64%	2.53%
FY2024	2.26%	2.84%	2.84%	2.97%	3.50%	2.47%	2.61%	2.39%	2.05%				2.66%

Tickets Issued v. Demands Analysis (continued)

Analysis of the ratio of tickets issued compared to transient demands by street:

5 Years Summary (Expired meter violations only)						
Zone Number	Row Labels	Current 2023/24	2022/23	2021/22	2020/21	2019/20
2011	Ann St.	4.5%	2.5%	1.6%	2.5%	2.2%
2033	Berkeley St.	13.8%	9.1%	1.5%	1.8%	4.4%
2012	Haviland St.	4.3%	3.2%	2.9%	5.6%	4.5%
2021	Madison St.	11.4%	3.4%	1.7%	5.2%	4.1%
2030	Maple St.	2.6%	1.7%	1.0%	2.1%	0.4%
2010	Marshall St.	1.0%	1.2%	1.7%	2.4%	2.1%
2026	Merwin St	6.1%	4.3%	2.1%	4.1%	2.1%
2024	Monroe St.	1.0%	0.3%	0.4%	1.1%	2.9%
2017	N. Main St.	3.6%	2.3%	1.8%	3.2%	3.6%
2018	N. Water St.	3.8%	2.3%	1.4%	2.8%	2.4%
2027	Orchard St	4.4%	4.8%	4.3%	7.2%	1.8%
2032	Quincy St.	0.0%	0.0%	0.0%	0.0%	0.0%
2020	S. Main St.	1.9%	1.1%	1.1%	2.1%	1.9%
2016	W. Washington St.	2.4%	0.5%	1.3%	0.9%	1.2%
2014	Washington St.	4.9%	5.3%	5.7%	8.7%	4.6%
2031	West Ave	2.6%	1.9%	1.5%	3.7%	0.9%
2040	Wall St. Area	1.8%	3.3%	3.9%	10.5%	4.7%
2002	Webster Lot	1.9%	2.3%	2.8%	3.7%	1.3%
2004	Haviland Deck	2.0%	2.1%	2.8%	4.8%	2.4%
2022	North Water Lot	2.8%	2.6%	3.5%	4.9%	3.6%
2023	SNRR Lot	4.5%	5.0%	6.1%	8.9%	3.9%
2005	YDG	2.0%	2.0%	3.2%	5.2%	0.9%
2028	Wall Street Lot	1.5%	1.6%	2.5%	6.4%	2.4%
2029	Main Street Lot	1.5%	2.1%	2.7%	4.5%	1.6%
2015	Liberty Square Lot	1.0%	0.6%	0.7%	1.9%	1.0%
Grand Total		2.5%	2.6%	2.8%	4.8%	2.6%
** Current year data is September - March 2024						

Pay-By-Cell

- YTD through March, pay by cell activity was **up 10.2%** and revenue was **up 13.9%** compared to the same period last year.
- Compared to last month, March transactions were **up 18.1** and revenue was **up 17.7%**.
- The average transaction remained consistent as the month of February and remained at **\$2.90** per transaction in March.
- By comparison, the average transaction systemwide (all payment methods) is **\$2.89** per transaction.
- PBC transactions represent **27.8%** of system demands and **13.3%** of systemwide revenue.

