CITY OF NORWALK
PARKING AUTHORITY
REGULAR MEETING
June 27, 2012

ATTENDANCE: Bryan Meek, Chairman
Julius Hayward, Vice Chairman
Chris Bakes
Mike Harden
Sarah Mann

STAFF: Hal Alvord, Public Works Director
Kathryn Hebert, Administrative Services Manager
Dilene Byrd, Secretary

OTHERS: Stathis Manousos, General Manger, LAZ Parking
David Lew, General Manager, LAZ Parking

1. CALL TO ORDER

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

2. APPROVE THE MINUTES FROM THE PARKING AUTHORITY MEETING HELD ON WEDNESDAY, MAY 30, 2012

**MS. MANN MOVED TO APPROVE THE MINUTES
** MOTION PASSED UNANIMOUSLY

GENERAL INFORMATION

1. MONTHLY FINANCIAL REPORT

Ms. Hebert said that she estimates that the fiscal year end net capital reserve will be less than $500,000 and is largely due to little or no snow removal expenses, and the FEMA reimbursement of $53,000 from the prior year snow storm. She said this is important because the debt service will be increasing over the next two years. Mr. Hayward asked when the increase of the debt service will be. Ms. Hebert said that there was a slight increase this year but that there will be larger increases in fiscal years 2013/14 and 2015/16. She said that parking violation revenue is down substantially because of the decreased enforcement as well as increased compliance. She said that the allocations for the utility allocation expenses will be entered at the end of June.

2. MONTHLY OPERATING REPORT

Mr. Lew said that through May 2012, the demands on the parking system were down 3.7% compared to last year and that demands are down 3.15% compared to last month.

Mr. Lew said that through May 2012, the demands at the Maritime Garage are up 6.3% and are down 60.5% compared to last month due to school vacations in April which drove up the demands last month. He said that the HD camera installations have been completed on the fifth and sixth floors.

Mr. Lew said that the demands at Webster Lot were down 10.6% compared to last year and were up 8.8% from last month. He said the customer service booth is operational and have received numerous inquiries. He said that it includes a new phone line that is tied to the Parking Authority office phone system.

Mr. Lew said that the demands at Haviland Deck are down 6.4% compared to last year and were down 1.5% from last month and that one of the pay stations is in the process of being relocated for better customer service. He said that the demands at the North Water lot are down 3.1% compared to last year and are down 1.3% from last month. He said that on street parking demands are down 3.6% compared to last year and that revenue has increased 4.5% because the average transaction amount has increased. He said that the meter revenue is above budgetary expectations and that the installation of twelve meters on Monroe Street has been completed and is seeing some activity. He said that the Madison Street meters have been reprogrammed for long term parking to serve as an option for the SNRR parkers. Mr. Hayward asked what the reasoning is for the active meters fluctuating up and down. Mr. Manousos said that they are reported back wirelessly and depends on the time the data is pulled but that all transactions are reported. Ms. Mann asked when a meter is broken how long it takes to repair it so that it is operational again. Mr. Manousos said they are repaired immediately and that maintenance personnel receive automatic alerts on their phones

Mr. Lew said that the daily parking demands at the South Norwalk Railroad Station are down 2.4% compared to last year but are up 8.6% from last month. He said that there is currently a waiting list for permit parkers. He said that the revenue in May from the Henry Street spaces was up 96.0% from April and that they operate in a similar manner to the daily South Norwalk Railroad un-gated surface lot. Mr. Lew said to increase the customer service aspect there will be personnel split between the South Norwalk Railroad Station and the Maritime Garage.

Mr. Lew said that at the East Norwalk Railroad Station permit issuance has been stable and that there is a waiting list for monthly parking permits. He said that the new bike rack has been

installed, and that Mikes Deli will be the new concessioner subcontracted to SoNo Station Cafe at the East Norwalk Railroad Station and are finalizing arrangements and will be opening in July.

Mr. Lew said that the demands at the Yankee Doodle Garage were up 0.6% compared to last year and that the demands are down 15.9% from last month. He said that the store room has been rented to a local contractor for $500 a month for a six month lease with a two way option to either renew the lease for another six months or not. Mr. Hayward asked if there have been any issues with the Pulse Point personnel using the facilities at the Yankee Doodle Garage. Ms. Hebert said she has not received any complaints.

Mr. Lew said that permit revenues are up compared to the same period last year and that permit revenue is above budgetary expectations this fiscal year.

Mr. Lew reported on the ticket issuance and said that compared to March, April ticket issuance was down 15.3% and citation revenue was down 14.8% and that citation revenue is projected to account for 16% of system revenues. He said that warning tickets are being given out for non serious violations and at specific events and that they will be tracked to show opportunity cost of not ticketing and has contacted the Snyder Group to design a warning ticket with a more positive message.

Mr. Lew reported on Customer Service and said that the changes to the customer service inquiry system through the website were completed at the end of September and customers can now direct inquires directly to the appropriate staff depending on the issue that they are experiencing. He said that the Norwalk Parking Authority now has its own face book page with over 70 members.

Mr. Lew reported on the pay by cell option and said that the activity for May and that it is slightly below April levels; however, the average transaction has increased to $4.58 and is mainly due to the increase in rates at the SNRR.

Mr. Harden said that he had attended the last appeal hearings and reported on the process. Mr. Lew reported on the adjudication statistics and that out of the 27 appeals that went to a hearing 6 were denied, 0 were reduced, and 16 were dismissed and 5 people did not attend the hearing. Mr. Lew said that staff is reviewing on-line options for the hearing process and will have more information on its feasibility next month.

Mr. Lew said that the new uniforms for customer service field personnel have been ordered. Ms. Mann asked if all staff will have uniforms. Mr. Lew said “no”. Ms. Mann suggested looking into purchasing uniforms for all customer service personnel as well to be consistent.

Mr. Lew gave a project status update on the facilities and lots.

3. OLD BUSINESS

Ms. Hebert said that the structural repairs at the South Norwalk Railroad Station are complete and came in under budget by $39,294.

Mr. Alvord gave an update on the brownsfield project and said that an agreement has been reached with the property owner at 85 Martin Luther King Boulevard. He said that it includes 72 parking spaces for six months, with a possible extension of six months at no cost to the Parking Authority. Ms. Hebert said that there will be language in the contract that includes a non compete clause and penalty for operating below the Parking Authority rates.

4. NEW BUSINESS

Mr. Lew discussed the purchase of a security vehicle that will be used for ambassadorial and security functions and said that it will be mostly used at the Webster Lot, but that it is street legal and will be going into other facilities as well as being used for special events such as the Oyster Festival. He said that it would help cover a larger area more efficiently and effectively. Mr. Meek asked about the strobe light and if it would be visible during the day time hours. Ms. Hebert said "yes" that it is for visibility and the hours of operation will also be expanded into the night. Mr. Harden suggested that it be labeled with the Parking Authority logo as well as that it is electric. Mr. Lew said that staff is reviewing utilization and capacity software to be used at Haviland Deck, Main and Wall, Mechanic Street and North Water Street lots. He said that it will indicate how many parking spaces are utilized and how many are empty and it will be linked to the Parking Authority website. Mr. Lew said that the cost is approximately $16,000 per lot. Mr. Harden asked if there is also a monthly fee. Mr. Lew said "yes" and is approximate $90.00 per lot. Ms. Hebert said that it will first be tested at Webster Lot since it is the most challenging and that the loops are still there so the upgrade will not be as costly to implement.

5. ACTION ON ANY ITEM DISCUSSED HEREIN

AUTHORIZE LAZ PARKING, LLC. ON BEHALF OF THE NORWALK PARKING AUTHORITY TO PURCHASE AN ELECTRIC SECURITY VEHICLE FOR A SUM NOT TO EXCEED $17,500

**** MR. HAYWARD MOVED TO APPROVE THE ITEM**
**** MOTION PASSED UNANIMOUSLY**

6. NEXT PARKING AUTHORITY MEETING: JULY 25, 2012 MARITIME GARAGE, PARKING AUTHORITY OFFICES, 11 N. WATER STREET, 6PM.

7. ADJOURNMENT

**** MR. HARDEN MOVED TO ADJOURN**
**** MOTION PASSED UNANIMOUSLY**
The meeting adjourned at 7:15PM