



CITY OF NORWALK
PARKING AUTHORITY
REGULAR MEETING
May 27, 2015

ATTENDANCE: Julius Hayward, Chairman
Mike Harden, Vice Chairman
Richard Brescia
Olga Arteaga
Jud Aley

STAFF: Bruce Chimento, Interim DPW Director
Kathryn Hebert, Administrative Services Manager
Dilene Byrd, Secretary

OTHERS: Stathis Manousos, LAZ Parking
Rocky Legesse, LAZ Parking
Carol Gavrelides, Business Owner, Estia Restaurant
Richard Bonenfant, Common Council Member

Ms. Gavrelides spoke about how parking has had a negative impact for her business and that she receives complaints at least once per week from her customers. Mr. Brescia said that he, Mike Harden, Jud Aley had met with a few SoNo business owners. He requested that the business owners should get together a meeting and invite the Parking Authority to discuss the concerns and that someone from the Parking Authority would attend the meeting.

Mr. Bonenfant spoke about his experience at the Maritime Garage and said that he had gone to the Seaport Commissioning Day on Saturday May 16, 2015, and he had parked in the garage for about one hour and 45 minutes and had to pay the \$8.00 flat fee. He said that he would not have attended the NPA meeting if he did not have a positive suggestion and he had suggested that the Parking Authority adopt an hourly reduced rate.

BUSINESS PORTION

1. APPROVE THE MINUTES FROM THE PARKING AUTHORITY MEETING HELD ON WEDNESDAY, MAY 27, 2015.

**** MR. BRESCIA MOVED TO APPROVE THE MINUTES**

**** MOTION PASSED UNANIMOUSLY**

GENERAL INFORMATION

1. FINANCIAL REPORT

Ms. Hebert reported and said that the trend report is consistent with seasonality and demand, and that transient and meter revenues show increases year to date. She said that funds will be encumbered for spring maintenance, building and facility repairs, security camera upgrades and technology upgrades. She said that the shortfall variance for the Maritime Garage is due to and accounting error in the transient revenue allocations last year to the South Norwalk Railroad Station as well as an overstatement in the original operating budget. She said that some Spinnaker tenants from the Locke Building who used to purchase permits for the Maritime Garage now purchase permits in Ironworks Garage.

2. OPERATING REPORT

Mr. Manousos reported on the highlights and said that transient activity is up compared to last month and year to date last year. He said that permit activity is down due a shift of Spinnaker tenants to Ironworks Garage and less permits sold for the East Norwalk Railroad Station, St Thomas School Lot. in anticipation of the lot closing on July 1, 2015. He said that many commuters have already transferred to the South Norwalk Railroad Station as well as canceled permits. He reported on the current and pending projects and said that staff continues to evaluate data collected from the smart parking program sensors and counters; program expansion is expected during fy 2016. He said that in 2015 the paystations will be upgraded to a pay by plate system to integrate more efficiently with the LPR enforcement system and that the tentative timeline will be in line with the outreach communication this summer. Customer benefits include ability to go in and out of faculties as well license plate identifier connection with the pay by cell payment option. Mr. Hayward asked if be upgrading the paystations if this will address the issue of the perception that the current system is difficult to use. Mr. Manousos said "yes" and as the upgrade gets rolled out the lots will be staffed with Ambassadors to assist the public with the change.. Mr. Hayward said the following the program being rolled out that feedback will be very important for any improvements that will need to be made to make the system user friendly. Mr. Manousos said that there will be collaboration with Norwalk

Community College marketing students to market and promote the pay by cell option to the business community. He said that staff will be collaborating with the Maritime Aquarium to offer customers the ability to pre-pay for parking online in advance using the aquarium website at a discount. The lighting project upgrade at the Maritime Garage and Haviland Deck will be completed by the fall of 2015. Mr. Aley asked what is the percentage of capacity there is at the Maritime Garage. Mr. Manousos said that it fluctuates depending on the time frame. Mr. Brescia asked how many parking spaces are at the Maritime Garage. Mr. Manousos said there are 700 spaces and that 479 are paid parkers. Mr. Aley said that he agreed that there should be a reduced hourly rate adopted at the Maritime Garage and asked if this is something that can be done immediately. Ms. Hebert said "yes" but that there would need to be a public hearing.

3. REVIEW ORDINANCE AND BYLAWS

No discussion.

4. PRESENTATION

Mr. Manousos gave a presentation outlining LAZ Parking responsibilities and said that LAZ provides a turnkey service and have recently spent most of the time spent on technology and focusing on customer service. He said that LAZ operates within the Norwalk Parking Authority policies, guidelines and within the budget, and have a high priority on customer service and collaboration with the business community. He said that customer service training is done annually and that they will now be incorporating quarterly in-house refresher training. He said there is an employee evaluation process and Mr. Legesse gave an overview of the process. Mr. Brescia asked how many employees there are. Mr. Legesse said there are 23 employees. Mr. Brescia asked what the turnover rate is. Mr. Legesse said it is very low and that the current employees have all been here for over five years. There was further discussion ensued regarding employee evaluations and pay structure.

5. WALL STREET/SONO DISTRICT OUTREACH

Mr. Brescia asked members of each district to get a group together and invite the Parking Authority to listen to their concerns.

6. OTHER BUSINESS

There was discussion about the rate analysis that will be performed by Desman Associates. Mr. Brescia asked that the board members submit their rate suggestions to Ms. Hebert.

Mr. Hayward said that he would like a task list created to keep track of what the Authority members are working on. After further discussion Mr. Harden said that he will create and maintain the task list.

7. NEXT PARKING AUTHORITY MEETING: WEDNESDAY, JUNE 24, 2015, AT THE MARITIME GARAGE, PARKING AUTHORITY OFFICES, 11 N. WATER STREET, 6PM.

**** MR. BRESCIA MOVED TO ADJOURN**

**** MOTION PASSED UNANIMOUSLY**

The meeting adjourned at 8:45PM