



CITY OF NORWALK
PARKING AUTHORITY
REGULAR MEETING
May 16, 2017

ATTENDANCE: Richard Brescia, Chairman
Mike Harden, Vice Chairman
Jud Aley
Tom Vetter

STAFF: Kathryn Hebert, Administrative Services Manager
Vanessa Valadares, Senior Engineer
Dilene Byrd, Secretary

OTHERS: Stathis Manousos, LAZ Parking
Rocky Legesse, LAZ Parking
Tajuddin Saiyed, LAZ Parking

1. CALL TO ORDER

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

PUBLIC COMMENT

No one from the public attended.

**1. APPROVE THE MINUTES FROM THE PARKING AUTHORITY MEETING HELD ON
WEDNESDAY, APRIL 27, 2017.**

**** MR. ALEY MOVED TO APPROVE THE MINUTES.**
**** MR. HARDEN SECONDED THE MOTION.**
**** THE MOTION PASSED UNANIMOUSLY.**

INFORMATION AND DISCUSSION

1. PEO/ Customer Service Update

Mr. Legesse introduced Mr. Saiyed and said that he mostly works in the Main and Wall Street area, as well as foot patrol in the SONO area during the day. Mr. Saiyed said that the new signage that has been installed in the Main Street lot with the hours of operation has helped out a lot. He said that he assists customers with the pay stations and the meters. Ms. Hebert asked Mr. Saiyed when he stops to help with payments if he lets the customers know about the pay by cell payment option. He said “yes” and he that he carries the Park Mobile cards with him and that he has helped customers download the app. Mr. Brescia said that he had received a phone call from a customer that was helped by one of the enforcement officers stating what a good job they did and how helpful and courteous they were.

2. Chairman Report

Mr. Brescia reported and provided an update on the budget approval process and said that he, Ms. Hebert and Mr. Chimento had met with the Finance Committee and the Board of Estimate and Taxation and there were questions regarding the size of the income that is received from parking violations which concerned them, and he had said that although that number seems to be an impressive number, he had pointed out that Norwalk was less than surrounding communities in terms of gross revenue from parking violations. He said that he had also told them that the Parking Authority is doing all they can to try and reduce the number of violations that are occurring, and discussed the increase from 5 minutes to 10 minutes for the on street meter grace period that began on May 1st.

Ms. Hebert distributed the on-street parking violation customer courtesy card related to the token program. Mr. Manousos provided an overview of the program and said it will allow the enforcement staff to add time to expired meters as a courtesy to customers, and that the program will begin July 1, 2017, and that there will be monthly reviews of the programs’ effectiveness. Mr. Aley asked if LAZ has done this in other areas. Mr. Manousos said “no” There was further discussion ensued and Ms. Valadares suggested adding the Pay by Cell option to pay on the back of the friendly business card. Mr. Harden also suggested including the contact information for customer feedback.

3. Marking Plan

Ms. Hebert reported and said that the contract is complete, and that the consultant is waiting for insurance docs per city requirements and once that is done she will start to put together the working group and is expecting that the kickoff will be this summer.

4. Capacity Study

Ms. Hebert said that six proposals were received and that the department working group had scored three firms to be interviewed, and that the interviews are scheduled for June 8 2017. She said that a consultant will be selected and they will present to the full steering committee, and then to the Parking Authority for approval and the contract process. She said it is expected that the study and recommendations will be complete within a year after the contract is signed.

5. Financial, Activity and Operating Reports

Mr. Manousos reported on the financials and said that the revenues are 8% over budget year to date, and compared to last year all locations are up in revenue with the exception of the Maritime Garage which is due to the rate decrease that was implemented however, the activity is increasing. He reported on transient activity and said compared to last year has all been up with the exception of Webster Lot and the South Norwalk Railroad Station due to the decreased commuter demand due to the re-opening of the Stamford Train Station. He reported of the expenses and said that they are 1% under budget year to date. Mr. Sheehan asked if there has been a loss due the private parking garages in SONO. Ms. Hebert said “no” and that there is more demand than their spaces can accommodate and their rates are higher. Mr. Manousos said that there were 700 more transactions at the Maritime Garage in April 2017 compared to April of 2016.

Mr. Manousos reported on the operating report and said that the Pay by cell activity shows an increase of 95% compared to previous fiscal year, and that transient activity overall has increased by over 34,000 transactions from July 2016 – April 2017. He said that permit activity has increased 6.5% compared to last fiscal year and that the forecast includes encumbrances/accruals for projects that will be paid for after July. He said the parking violation forecast is substantially higher than budget and compared to fiscal year 2018 budget, and includes the extended on street hours of operation in SoNo through midnight or the first six months of the fiscal year.

6. Capital Project Report

Ms. Valadares provided an update on the capital projects and that there are two outstanding projects to complete.

Haviland Deck

Ms. Valadares said that the new LED lights will be used to retrofit the existing pole lights, and that SNEW has provided a \$6,800 incentive rebate toward this project. She said that as of last week all of the fixtures have been installed with the exception of one which was damaged and she believes that has also been changed.

Yankee Doodle Garage

Ms. Valadares said that the power washing has been completed, and that the elevator is working and the broken glass at the elevator shaft has been replaced, and that the elevator glass tower is expected to be cleaned within the next couple of weeks. She said that the lighting fixtures have been ordered but the manufacturer has notified here that there has been a delay in materials and that there is now shipping date of July 6, 2017, and she is projecting that the project will be completed in August. Ms. Hebert said that the unveiling will be scheduled for September along with the elevator.

South Norwalk Railroad Station

Ms. Valadares said that on Thursday there is a kickoff meeting scheduled for the cupola project and that she believes the work will begin on Monday, May 22, 2017.

7. East Avenue Temporary Commuter Parking Lot

Ms. Valadares presented photos and reported that the temporary lot has been completed and is now open to the public. She said that there are 26 parking spaces and that an overlay was done on the sidewalk. Mr. Chimento asked what the total cost of the project was. Ms. Valadares said approximately \$40,000.

8. Other Business

Mr. Aley discussed his idea about doing a pilot/test program changing the on- street hours of operation in SoNo from 8:00AM – 9:00AM on Washington Street as well as South and North Main Streets, and recommended the test would be for three months. He said that he thinks it will help the residents. He said that he has done some research that he would be happy to send to the authority and that he has looked at approximately 20 municipalities around the country and that 40% of them start at 9:00AM. Mr. Sheehan said that there would be a cost to changing the signage. Ms. Hebert added that there would also be a cost to changing the software. After further discussion it was decided that Ms. Hebert will put together an analysis of costs, lost revenues and whether there needs to be a public hearing and a recommendation.

Mr. Chimento discussed the Liberty Square parking lot and said that the property is owned by the City of Norwalk and that he recommends that the Parking Authority take it over as part of the parking facility inventory to operate, manage parking and maintain the parking lot. Mr. Sheehan suggested that this be part of the capacity study. Ms. Hebert said it is part of the evaluation and recommendation. However, if the Parking Authority would like to implement sooner then it will require outreach to the property owners and businesses to communicate changes before any implementation. After further discussion Mr. Chimento said he would come back to the Parking Authority with specifics.

9. Next Parking Authority Meeting: Tuesday, June 20, 2017, Maritime Garage, Parking Authority Offices, 11 North Water Street, 6:00PM.

ADJOURNMENT

**** MR. HARDEN MOVED TO ADJOURN**
**** MR. ALEY SECONDED THE MOTION.**
**** MOTION PASSED UNANIMOUSLY**

The meeting adjourned at 7:15PM

