



REGULAR MEETING – PARKING AUTHORITY AGENDA

APRIL 22, 2026, 6:00 PM
BY ZOOM VIRTUAL MEETING

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



Members of the public may call in to participate. Callers will not be able to see the meeting participants. 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. Please find the information using the link above.



Members of the public who wish to provide "live comments" may also 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 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. Please find the information using the link above.



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.

I. **CALL TO ORDER**

II. **ROLL CALL**

III. **ACCEPTANCE OF MINUTES**

A. **Regular Meeting: March 25, 2026**

IV. **PUBLIC PARTICIPATION**

V. **REPORTS**

A. **Engineering and Project Report**

1. Update: NPA2024-02 Aesthetic Enhancements at Yankee Doodle Garage (Painting)
2. Update: NPA2025-01 Repairs and Improvements at Haviland Parking Deck
3. Update: SoNo Train Station Garage ADA Access doors and Misc. Improvements

4. Update: NPA2026-01 Norwalk Citywide Wayfinding

B. Financial and Operating Report - LAZ

VI. **NEW BUSINESS**

A. Discuss/Vote: Funding Marketing Initiative for the City

B. Discuss/Vote: Parklet Pilot Program

C. Executive Session: Lease Agreement (BlackbyDemand)

VII. **OLD BUSINESS**

VIII. **ADJOURNMENT**

UPCOMING MEETINGS

May 27, 2026, and June 24, 2026

Members of the public can call in and listen to a meeting. They cannot 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 e-mail 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 Brian Lutz blutz@norwalkct.gov to provide written comment prior to the meeting.

**PARKING AUTHORITY
REGULAR MEETING VIA ZOOM VIRTUAL VIDEOCONFERENCE AND
TELECONFERENCE
MARCH 26, 2026**

ATTENDANCE: Eric Rains, Chair
Matthew Seebeck, Vice Chair
Peter Fullam
Jessica Larch
Jud Aley

STAFF Bryan Lutz, Director of Parking

OTHERS: Rocky Legesse, LAZ Parking

I. CALL TO ORDER

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

II. ROLL CALL

Mr. Lutz called the roll, and those listed in the attendance were present.

III. ACCEPTANCE OF MINUTES

A. Regular Meeting: February 25, 2026

**** MS. LARCH MOVED TO APPROVE THE MINUTES AS SUBMITTED.**

**** MR. FULLAM SECONDED THE MOTION.**

**** THE MOTION PASSED UNANIMOUSLY.**

IV. PUBLIC PARTICIPATION

There was no public participation this evening.

V. REPORTS

A. Engineering and Project Report

1. Update: NPA2024-02 Aesthetic Enhancements at Yankee Doodle Garage

Mr. Lutz shared photos and provided an update, and said that the contractor has remobilized this week following the winter shutdown and has begun power washing the remaining surfaces in preparation for the final phase of painting. This marks the start of the spring push to complete this project. These improvements have already made a noticeable difference in visibility and overall comfort within the facility, reinforcing the safety focus approach that was essential to the project from the beginning.

Mr. Rains asked whether the cornice would be done under a separate contract that has not yet been awarded. Mr. Lutz said, “Yes,” and that he and Mr. Travers will be meeting with the designer next week to sync on the next phase, which will go out to bid and include the metal work at the top and at the bottom, where the entrance is by River Street and Burnell Blvd. Mr. Rains asked if it would also include some version of lighting. Mr. Lutz said “Yes” and is looking to include reinstalling the decorative lights and lighting the other sides of the façade.

Mr. Fullam said parking spaces need to be quarantined off while the power washing is being done, and asked when it will be completed because the parking garage is getting

full. Mr. Lutz said he hopes to be done by the end of this week or next week, and then they will begin painting.

A. Financial and Operating Report-LAZ

Mr. Legesse reported that in February, the snow had a major impact on revenue and that the month underperformed, with the main underperformers being on-street parking, the Haviland deck, the Webster Lot, and the North Water Street lot. The Maritime Garage and the Yankee Doodle Garage overperformed. On the expense side, snow has also affected the facilities, so the combination of reduced revenue and increased expenses has resulted in an unfavorable fund balance for both the month and year-to-date.

Mr. Rains asked how the shortfall in expenses would be addressed and whether the loss would be made from another area or from cash reserves. Mr. Legesse said they will cut back on some expenses that can be deferred to next year to make up for the loss from the snow. Mr. Rains said that more work will be created for the future by deferring maintenance, and that there may be a different strategy. Mr. Legesse said they will look into this closely, but these expenses would not affect the facilities' condition and could be deferred without risking the facilities. He will discuss it with Mr. Lutz.

Mr. Legesse reported and provided an overview of the variance report, which showed variances in parking violations and meter revenue. There was also a variance on the expense side for group health insurance, building repairs and maintenance, snow removal, utility expenses, equipment expenses, and parking programs.

Mr. Legesse reported on the actual versus budget figures for all locations. He reported on permit revenue, noting that it finished under budget for the month due to delayed payments from some group accounts at Webster Lot and the Maritime Garage, but once those payments are received, it will be over budget for March. He provided an update on transient revenue, showing performance for each location. He said they are seeing a strong trend in credit card use in mobile payments compared to the prior year. He said there has been a decline in citations, with most citations being for safety, and a decline in expired-meter violations, indicating that compliance is increasing across all facilities.

Mr. Legesse reported on free 15-minute parking usage and noted a 10% decline, but noted that all activity was for on-street parking, so it is understandable given the parking bans due to snow.

Mr. Legesse reported on the customer service survey and said that, in February, 56 surveys were completed by customers. Of those, 13 customers were dissatisfied, and they are focusing on them to achieve a positive impact and change their minds. Overall, a majority of the customers are happy with the cleanliness of the facilities. The next survey

that gets rolled out will collect customers' contact information so a follow-up can be conducted.

Mr. Aley asked where the survey data is coming from. Mr. Legesse said there are QR codes posted throughout the facilities, on the paystations, and at customer interaction points. Mr. Lutz said this QR code is posted throughout the facilities on stations and on stickers on the paystations and meters, which are different from the on-street, transactional scan-to-pay QR codes.

Mr. Legesse reported on the Mystery Shop results, noting that seven surveys were conducted, three on the enforcement officers and the rest on the parking facilities. He said he is happy to report that they all received over 90%. He said this was targeted mainly for enforcement officers to validate the training they receive. There will be two audits: one will assess their efficiency, operational knowledge, and customer service skills, and the second will focus on how they resolve conflicts. He shared the positive observational narrative that was provided.

Mr. Lutz provided an overview of the Mystery Shop, a company that comes in unknown to staff, observes operations, grades them, and reports how they scored the entire interaction. As the data comes in, it really helps to tell the story of what the enforcement officers are doing.

Mr. Legesse reported on the maintenance and said the overhead gate replacement at the South Norwalk Train Station has been completed. The lighting upgrade at the Maritime Garage has also been completed, and we will be doing a final walk-through with the vendor. The lighting upgrade at the Yankee Doodle Garage is in progress, with approximately 40 light fixtures remaining to install. It looks like it will be completed by the end of March. Snow relocation is very expensive, so it was done in-house by staff, who moved snow from the Haviland Deck, Maritime Garage, and the South Norwalk Railroad garages to open parking spaces for customers.

Mr. Lutz said this was a very challenging winter, and the team did very well removing snow to clear the street meters.

**A. DISCUSS AND VOTE: NPA2026-1 NORWALK CITYWIDE
WAYFINDING PROPOSAL-FOUND DESIGN LLC (D.B.A. MERJE)**

Mr. Lutz said in January, and an RFP was issued for a comprehensive citywide wayfinding program. The goal was to identify a qualified design team capable of creating a unified modern system that improves navigation, strengthens district identity, and supports both residents and visitors as they move throughout Norwalk. This phase of the project focuses on design and planning and includes a set of bid documents that can be separated so that the parking-related

components can be bid independently. Two submissions were received in response to the RFP. One proposal significantly exceeded the budget, coming in at \$775,000, while the proposal from Found Design LLC, which is doing business as MERJE, aligned closely with both the project scope and the financial parameters established for this initiative. They also brought a strong national portfolio of municipal wayfinding projects and demonstrated a clear understanding of Norwalk's mobility patterns and character. Following the evaluation process, which included interviews, portfolio review, and scoring, the selection committee unanimously agreed that MERJE's proposal should advance to the Parking Authority board for consideration. Their presence demonstrated a clear ability to deliver a cohesive, maintainable, city-wide system that aligns with Park Norwalk's operational needs. While this is a city initiative, the RFP was explicit that the parking-related wayfinding components would be separated. This structure ensures that Park Norwalk can take an aggressive, timely action to implement the parking wayfinding plan without being constrained by the broader city-wide timeline. In late February, MERJE presented its approach to the select committee, and stakeholder feedback was invited following that session. MERJE overwhelmingly secured the select committee members' approval to move forward. He is seeking a vote to move forward with their proposal in the amount of \$114,750, and there are funds available in the capital budget for wayfinding initiatives.

Ms. Larch pointed out that the cost proposal is only for design and not for anything beyond that, and she was on the selection committee and believes they are very capable of doing the work they are being asked to do.

Mr. Seebeck said he has unknowingly experienced MERJE's wayfinding in North Carolina and Georgia and was impressed by it, so he is excited to work with them.

**** MR. SEEBECK MOVED TO AUTHORIZE CITY STAFF TO ENGAGE FOUND DESIGN LLC, DOING BUSINESS AS MERJE, FOR THE CITYWIDE WAYFINDING PROPOSAL IN THE AMOUNT OF \$114,750.**

**** MS. LARCH SECONDED THE MOTION.**

**** THE MOTION PASSED UNANIMOUSLY.**

VII. OLD BUSINESS

A. UPDATE: RESIDENTIAL PARKING PROGRAM

Mr. Lutz provided an update on the progress of the residential parking program and said the initial comment period, which followed the successful community listening sessions, closed on March 13th. This window gave residents additional time to submit written feedback for consideration as they move forward into drafting the program's standards and guidelines. The LAZ team is now developing the draft documents incorporating both the in-person input and the written comments received. Once completed, the draft will be submitted for the mandated first

30-day public comment period, which is the next formal step in this process. This plan has two 30-day public comment periods.

VIII. ADJOURNMENT

**** MS. LARCH MOVED TO ADJOURN**

**** MR. SEEBECK SECONDED THE MOTION.**

**** THE MOTION PASSED UNANIMOUSLY.**

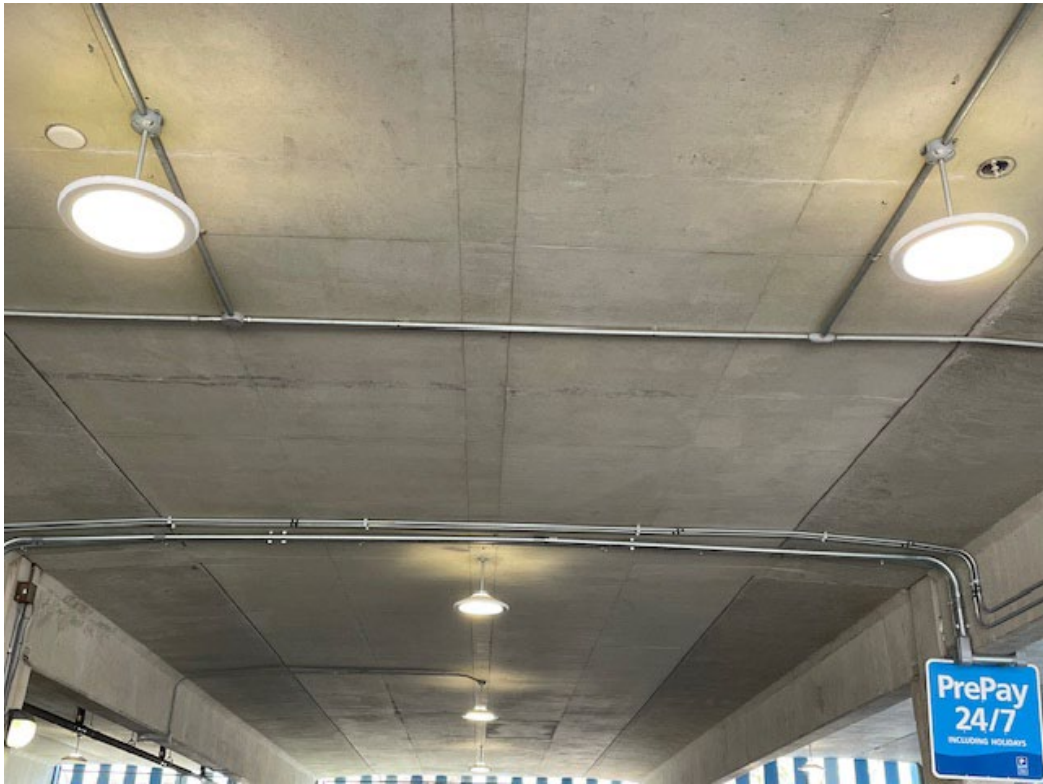
The meeting was adjourned at 6:55 PM.

Respectfully submitted,

Dilene Byrd

NPA2024-02 Aesthetic Enhancements at Yankee Doodle Garage (Painting)





NPA2025-01 Repairs and Improvements at Haviland Parking Deck



Sono Train Station Improvements

ADA Access Doors (1st Floor)



Interior Painting/Branding Ground level



Exit Plaza





April 2026 Board Meeting

Norwalk Parking Authority | Norwalk, Connecticut

April 22, 2026



AGENDA

- Financial Review
- Operational Review
 - Update on 15 minutes usage
 - Customer Service
 - Mystery Shop Audits
 - Maintenance

**Summary Income Statement
Norwalk Parking Authority
For the Period Ending March 2026**

	March-26					FOR THE MONTH ENDING MARCH 2026					FISCAL YEAR	
	Actual	Budget	Var	Var	Actual	Actual	Budget	Var	Var	Actual	Forecast	Budget
	2026	2026	\$	%	PY	2026	2026	\$	%	PY		
REVENUES:												
Parking Revenue	593,385	595,198	(1,812)	-0.3%	580,433	5,133,768	5,366,263	(232,494)	-4.3%	5,089,017	7,045,024	7,185,097
Other Revenue	13,805	8,608	5,197	60.4%	9,317	63,236	77,475	(14,239)	-18.4%	66,391	110,315	129,904
Total System Revenue	607,191	603,806	3,385	0.6%	589,750	5,197,005	5,443,737	(246,733)	-4.5%	5,155,408	7,155,339	7,315,001
EXPENSES:												
Operations	464,723	383,221	81,502	21.3%	304,409	3,243,690	3,369,837	(126,147)	-3.7%	2,938,797	4,524,920	4,550,300
City Support/Admin Svcs	62,002	62,002	0	0.0%	71,126	558,015	558,015	-	0.0%	640,130	744,019	744,019
Debt Service	105,517	105,517	0	0.0%	106,513	949,652	949,652	-	0.0%	958,617	1,266,202	1,266,202
Capital Reserve & Replacement	0	11,250	(11,250)	-100.0%	11,250	78,750	101,250	(22,500)	-22.2%	90,000	105,000	135,000
Total Expenses	632,242	561,990	70,252	12.5%	493,298	4,830,106	4,978,753	(148,647)	-3.0%	4,627,544	6,640,142	6,695,522
Fund Balance	(25,051)	41,816	(66,867)	-159.9%	96,452	366,898	464,984	(98,086)	-21.1%	527,864	515,198	619,479

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

Norwalk Parking Authority
For the Month Ending March 31, 2026

	ACTUAL	BUDGET	Var. (\$)	Var. (%)	COMMENTS	Actual YTD	Budget YTD
PARKING REVENUE							
OPERATING EXPENSES							
Group Health Insurance	\$18,860	\$11,760	\$7,100	60.4%	Expense for the month is higher due to increased health insurance cost that went in effect 01/01/26.	\$144,862	\$111,718
Building Repair and Maintenance	\$28,924	\$45,045	(\$16,121)	-35.8%	Expense for the month is under budget due to deferring of some repairs to off set some of the losses under snow.	\$313,011	\$383,405
Snow Removal	\$144,580	\$39,000	\$105,580	270.7%	Expense for the month is higher due to more than expected snow storm.	\$403,320	\$171,500
Security Services	\$602	\$6,906	(\$6,304)	-91.3%	Expense for the month is unde budget due to delay in payment for a vendor.	\$64,501	\$82,500
Utilities Expense	\$14,214	\$7,193	\$7,020	97.6%	Expense for the month is over budget due to increased energy usage because of the cold weather.	\$43,032	\$55,000
Equipment expense	\$0	\$13,333	(\$13,333)	-100.0%	Expense for the month is under due to delay in equipment purchase order. Actual order has been received and payment will be processed in the coming months.	\$1,692	\$120,000
Parking Program	\$4,835	\$8,333	(\$3,498)	-42.0%	Expense for the month is under budget due to termination of contract with previous marketing vendor resulting in saving.	\$23,553	\$75,000



March 2026 Financial Report Page 1

LAZ Karp Associates, LLC and Subsidiaries
 Norwalk Parking Authority
 For the Nine Months Ending March 31, 2026

	Description	Actual	Budget	Variance	% Variance	YTD Actual	YTD Budget	YTD Variance	YTD Variance %	Annual Budget
	PARKING REVENUE									
R1	Meter Revenue	62,221.53	73,646.14	(11,424.61)	-15.5%	553,844.26	564,285.20	(10,440.94)	-1.9%	756,579.06
R2	Transient Parking	249,809.77	242,424.28	7,385.49	3.0%	2,014,929.98	2,135,240.01	(120,310.03)	-5.6%	2,879,954.15
R3	Monthly Parking	208,073.14	211,787.86	(3,714.72)	-1.8%	1,887,381.30	1,906,090.74	(18,709.44)	-1.0%	2,541,454.32
R4	Less: Refunds	(179.52)	0.00	(179.52)	0.0%	(580.42)	0.00	(580.42)	0.0%	0.00
R5	Parking Violation	104,506.00	98,857.24	5,648.76	5.7%	944,240.25	1,035,641.06	(91,400.81)	-8.8%	1,375,988.16
R6	Less: Sales Tax	(31,045.52)	(31,517.63)	472.11	-1.5%	(266,047.09)	(274,994.50)	8,947.41	-3.3%	(368,878.45)
	TOTAL PARKING REVENUE	593,385.40	595,197.89	(1,812.49)	-0.3%	5,133,768.28	5,366,262.51	(232,494.23)	-4.3%	7,185,097.24
	OTHER REVENUE									
OR1	Marketing/Advertising	0.00	0.00	0.00	0.0%	0.00	0.00	0.00	0.0%	26,604.00
OR2	ATM Machines	171.00	266.67	(95.67)	-35.9%	1,709.00	2,400.03	(691.03)	-28.8%	3,200.04
OR3	Lease Income - SNRR/MG	10,511.34	3,164.00	7,347.34	232.2%	35,155.23	28,476.00	6,679.23	23.5%	37,968.00
OR4	Lease Income_YDG	1,475.00	1,446.33	28.67	2.0%	13,188.00	13,016.97	171.03	1.3%	17,355.96
OR5	SNRR Concessions Income	1,648.00	3,648.00	(2,000.00)	-54.8%	13,184.00	32,832.00	(19,648.00)	-59.8%	43,776.00
OR6	Investment Income	0.00	83.33	(83.33)	-100.0%	0.00	749.97	(749.97)	-100.0%	999.96
	TOTAL OTHER REVENUE	13,805.34	8,608.33	5,197.01	60.4%	63,236.23	77,474.97	(14,238.74)	-18.4%	129,903.96
	TOTAL SYSTEM REVENUE	607,190.74	603,806.22	3,384.52	0.6%	5,197,004.51	5,443,737.48	(246,732.97)	-4.5%	7,315,001.20

LAZ Karp Associates, LLC and Subsidiaries										
Norwalk Parking Authority										
For the Nine Months Ending March 31, 2026										
	Description	Actual	Budget	Variance	% Variance	YTD Actual	YTD Budget	YTD Variance	YTD Variance %	Annual Budget
	OPERATING EXPENSES									
E1	Gross Wages	125,474.20	111,998.84	(13,475.36)	-12.0%	1,065,688.00	1,063,988.98	(1,699.02)	-0.2%	1,455,984.92
E2	Payroll Tax Expense	14,512.46	14,167.86	(344.60)	-2.4%	123,910.21	134,594.67	10,684.46	7.9%	184,182.18
E3	Group Health Insurance	18,859.99	11,759.87	(7,100.12)	-60.4%	144,861.91	111,718.17	(33,143.74)	-29.7%	152,877.74
E4	Worker's Compensation Expense	5,137.89	4,703.95	(433.94)	-9.2%	43,702.86	44,687.53	984.67	2.2%	61,151.36
E5	401K Match Expense	2,446.65	2,239.97	(206.68)	-9.2%	20,810.93	21,279.72	468.79	2.2%	29,119.62
E6	Operating Expenses	12,330.97	12,499.98	169.01	1.4%	105,776.76	112,499.82	6,723.06	6.0%	149,999.76
E7	Maritime Condo fees	3,656.70	2,452.08	(1,204.62)	-49.1%	22,892.30	22,068.72	(823.58)	-3.7%	29,424.96
E8	Management Fee Expense	8,333.33	8,333.35	0.02	0.0%	74,999.97	75,000.15	0.18	0.0%	100,000.20
E9	Uniforms	0.00	3,333.34	3,333.34	100.0%	7,668.00	30,000.06	22,332.06	74.4%	40,000.08
E10	Signage	895.00	4,166.66	3,271.66	78.5%	21,000.87	37,499.94	16,499.07	44.0%	49,999.92
E11	Tickets	0.00	416.68	416.68	100.0%	3,247.57	3,750.12	502.55	13.4%	5,000.16
E12	Office Expense	4,371.16	1,666.66	(2,704.50)	-162.3%	22,829.48	14,999.94	(7,829.54)	-52.2%	19,999.92
E13	Building Repair & Maintenance	28,924.18	45,045.00	16,120.82	35.8%	313,011.16	383,405.00	70,393.84	18.4%	563,060.00
E14	Snow Removal	144,580.20	39,000.00	(105,580.20)	-270.7%	403,319.82	171,500.00	(231,819.82)	-135.2%	183,500.00
E15	Service Contract	11,318.31	11,577.77	259.46	2.2%	105,570.93	135,266.61	29,695.68	22.0%	180,355.48
E16	Sanitation	2,326.48	2,200.00	(126.48)	-5.7%	19,560.28	19,800.00	239.72	1.2%	26,400.00
E17	Security Services	601.86	6,905.55	6,303.69	91.3%	64,500.60	82,499.94	17,999.34	21.8%	109,999.92
E18	Permit/Violation Management	13,104.50	10,416.65	(2,687.85)	-25.8%	92,264.85	93,749.85	1,485.00	1.6%	124,999.80
E19	Utilities Expense	14,213.71	7,193.38	(7,020.33)	-97.6%	57,481.10	62,700.42	5,219.32	8.3%	82,954.56
E20	Vehicle Expense	954.40	3,333.34	2,378.94	71.4%	30,178.44	30,000.06	(178.38)	-0.6%	40,000.08
E21	Telephone	9,133.00	8,750.00	(383.00)	-4.4%	77,441.57	78,750.00	1,308.43	1.7%	105,000.00
E22	Equipment Expense	0.00	13,333.33	13,333.33	100.0%	1,691.63	119,999.97	118,308.34	98.6%	159,999.96
E23	Bank and Credit Card Fees	24,428.27	30,236.87	5,808.60	19.2%	251,994.64	272,323.89	20,329.25	7.5%	364,579.47
E24	Liability Insurance	14,359.89	14,990.32	630.43	4.2%	124,335.81	135,253.14	10,917.33	8.1%	181,709.37
E25	Parking Program	4,835.17	8,333.35	3,498.18	42.0%	23,553.28	75,000.15	51,446.87	68.6%	100,000.20
E26	Marketing and Communication	(75.00)	4,166.66	4,241.66	101.8%	21,396.74	37,499.94	16,103.20	42.9%	49,999.92
	TOTAL OPERATING EXPENSES	464,723.32	383,221.46	(81,501.86)	-21.3%	3,243,689.71	3,369,836.79	126,147.08	3.7%	4,550,299.58

LAZ Karp Associates, LLC and Subsidiaries
 Norwalk Parking Authority
 For the Nine Months Ending March 31, 2026

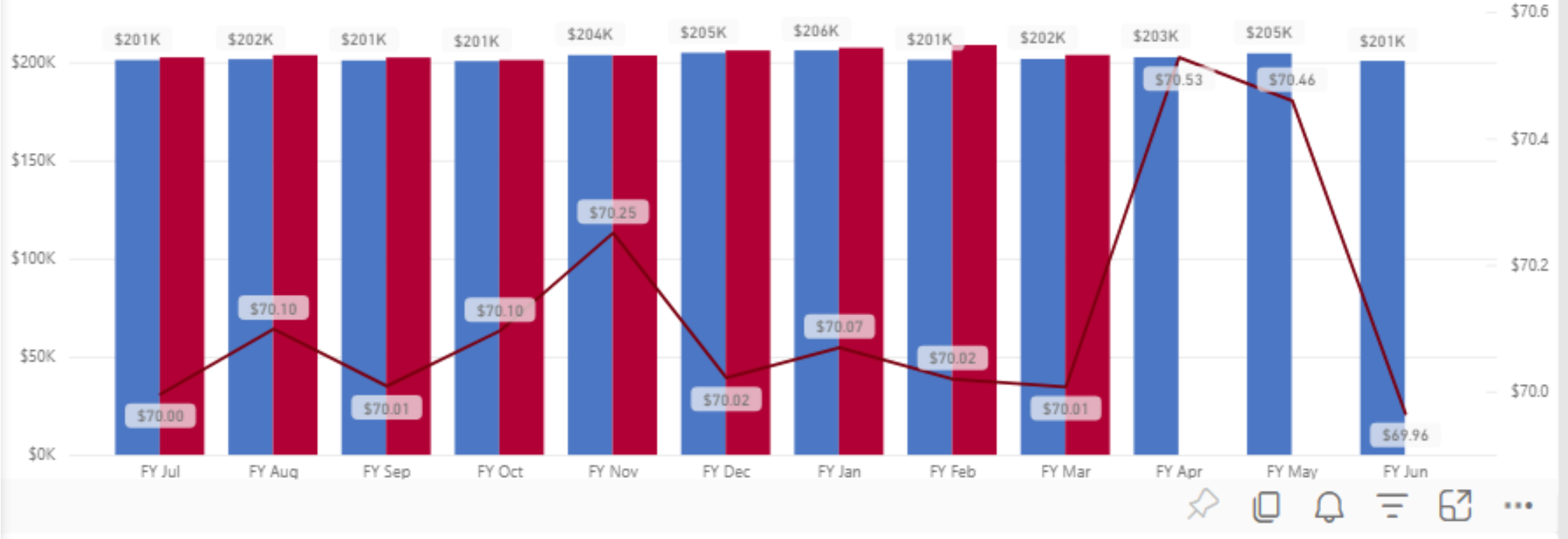
Description	Actual	Budget	Variance	% Variance	YTD Actual	YTD Budget	YTD Variance	YTD Variance %	Annual Budget
CITY ADMINISTERED EXPENSES									
CE1 Other City Payroll Expenses	36,959.33	36,959.33	0.00	0.0%	332,633.97	332,633.97	0.00	0.0%	443,511.96
CE2 Electric	19,642.10	19,642.10	0.00	0.0%	176,778.90	176,778.90	0.00	0.0%	235,705.20
CE3 Sewer	968.26	968.26	0.00	0.0%	8,714.34	8,714.34	0.00	0.0%	11,619.12
CE4 Professional Services	3,750.01	3,750.01	0.00	0.0%	33,750.09	33,750.09	0.00	0.0%	45,000.12
CE5 Legal Service Retainer	416.65	416.65	0.00	0.0%	3,749.85	3,749.85	0.00	0.0%	4,999.80
CE6 Business Expense	265.27	265.27	0.00	0.0%	2,387.43	2,387.43	0.00	0.0%	3,183.24
TOTAL CITY ADMINISTERED EXPENSES	62,001.62	62,001.62	0.00	0.0%	558,014.58	558,014.58	0.00	0.0%	744,019.44
SUBTOTAL OPERATING EXPENSES	526,724.94	445,223.08	(81,501.86)	-18.3%	3,801,704.29	3,927,851.37	126,147.08	3.2%	5,294,319.02
DE1 Debt Service Interest	18,084.49	18,084.49	0.00	0.0%	162,760.41	162,760.41	0.00	0.0%	217,013.88
DE2 Debt Service Principle	87,432.38	87,432.38	0.00	0.0%	786,891.42	786,891.42	0.00	0.0%	1,049,188.56
SUBTOTAL DEBT SERVICES	105,516.87	105,516.87	0.00	0.0%	949,651.83	949,651.83	0.00	0.0%	1,266,202.44
DE3 Capital Reserve and Replacements	0.00	11,250.01	11,250.01	100.0%	78,750.07	101,250.09	22,500.02	22.2%	135,000.12
TOTAL EXPENSES	632,241.81	561,989.96	(70,251.85)	-12.5%	4,830,106.19	4,978,753.29	148,647.10	3.0%	6,695,521.58
NI1 Fund Balance	(25,051.07)	41,816.26	(66,867.33)	-159.9%	366,898.32	464,984.19	(98,085.87)	-21.1%	619,479.62

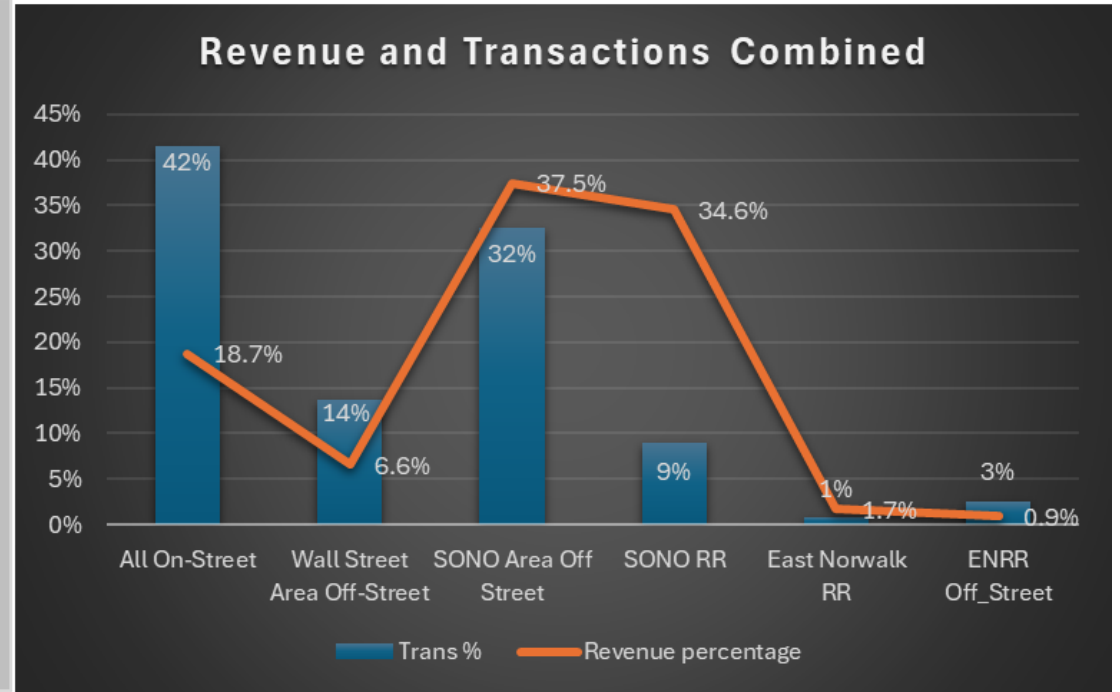
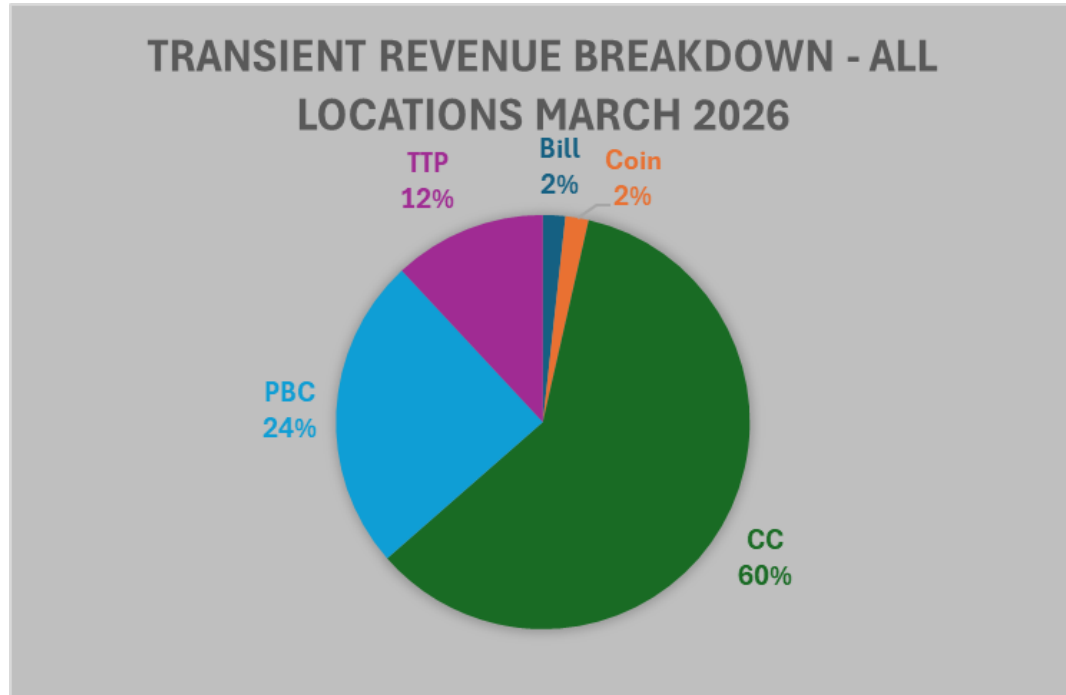
February 2026 and YTD Actual vs Budget.


Date (bins)	March 2026			Total		
Location	Actual	Budget	AvB	Actual	Budget	AvB
⊕ M04118-Norwalk YMCA Lot	(\$8,807.54)	(\$724.17)	(\$8,083.37)	\$6,419.66	\$382.47	\$6,037.19
⊕ M04225-Liberty Square Lot	(\$6,368.46)	(\$2,267.43)	(\$4,101.03)	(\$23,216.84)	(\$12,808.86)	(\$10,407.98)
⊕ M04301-Norwalk Parking Enforcement	\$42,552.25	\$52,473.04	(\$9,920.79)	\$441,761.01	\$485,731.12	(\$43,970.11)
⊕ M04305-South Norwalk Railroad Station Garage - west bound	\$44,677.06	\$28,516.73	\$16,160.33	\$348,370.16	\$214,281.22	\$134,088.94
⊕ M04306-South Norwalk Railroad Station Garage - east bound	(\$8,598.60)	(\$9,500.70)	\$902.10	\$2,780.99	(\$13,776.99)	\$16,557.98
⊕ M04307-Norwalk - Maritime Garage	(\$50,469.27)	(\$31,334.42)	(\$19,134.85)	(\$557,687.51)	(\$285,440.87)	(\$272,246.64)
⊕ M04308-Haviland Deck	\$8,456.04	\$9,739.24	(\$1,283.20)	\$28,445.91	\$37,961.06	(\$9,515.15)
⊕ M04309-Yankee Doodle Garage	(\$5,235.41)	(\$9,190.60)	\$3,955.19	(\$25,738.73)	(\$69,556.06)	\$43,817.33
⊕ M04310-Webster Street Lot	\$11,365.84	\$12,755.25	(\$1,389.41)	\$233,049.38	\$135,651.86	\$97,397.52
⊕ M04311-North Water Street Lot	\$2,589.39	(\$3,534.14)	\$6,123.53	\$4,779.80	(\$18,921.65)	\$23,701.45
⊕ M04313-Wall Street Lot	(\$5,450.96)	(\$4,855.10)	(\$595.86)	(\$17,705.22)	(\$34,395.68)	\$16,690.46
⊕ M04314-Main Street Lot	(\$7,180.33)	(\$1,703.84)	(\$5,476.49)	\$53.34	(\$8,859.37)	\$8,912.71
⊕ M04316-East Norwalk Railroad Lot	(\$42,581.08)	\$1,442.40	(\$44,023.48)	(\$74,413.63)	\$34,735.94	(\$109,149.57)
Total	(\$25,051.07)	\$41,816.26	(\$66,867.33)	\$366,898.32	\$464,984.19	(\$98,085.87)

Permit Revenue by Month YOY

Year ● FY 25 ● FY 26 ● APV







Date Slider

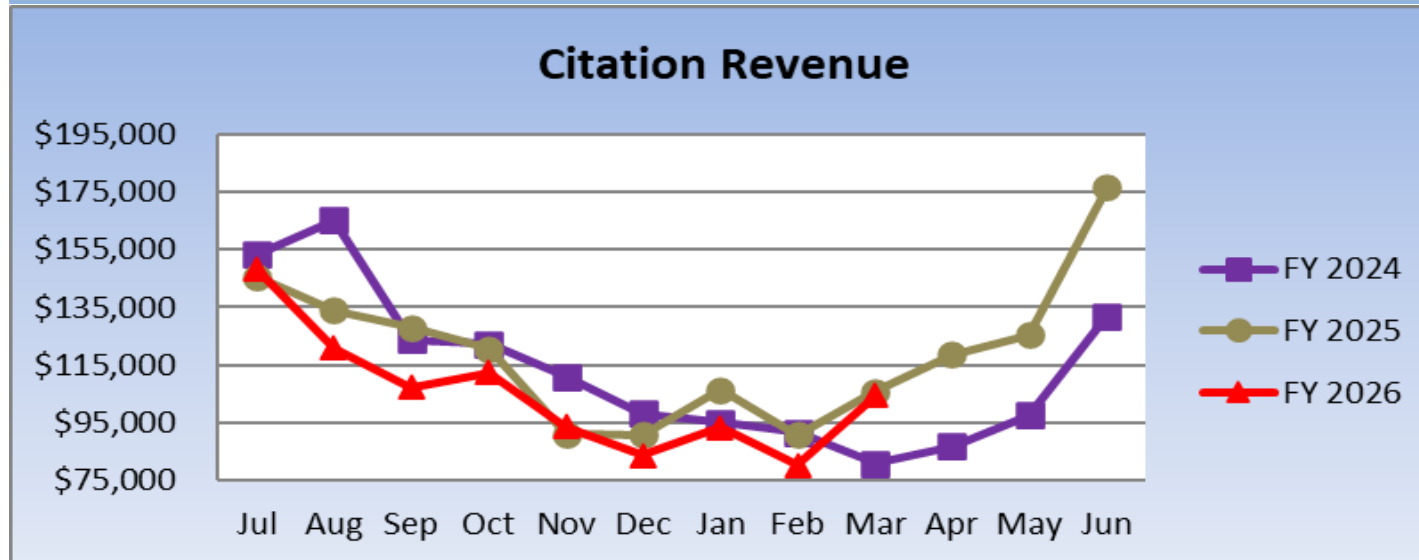
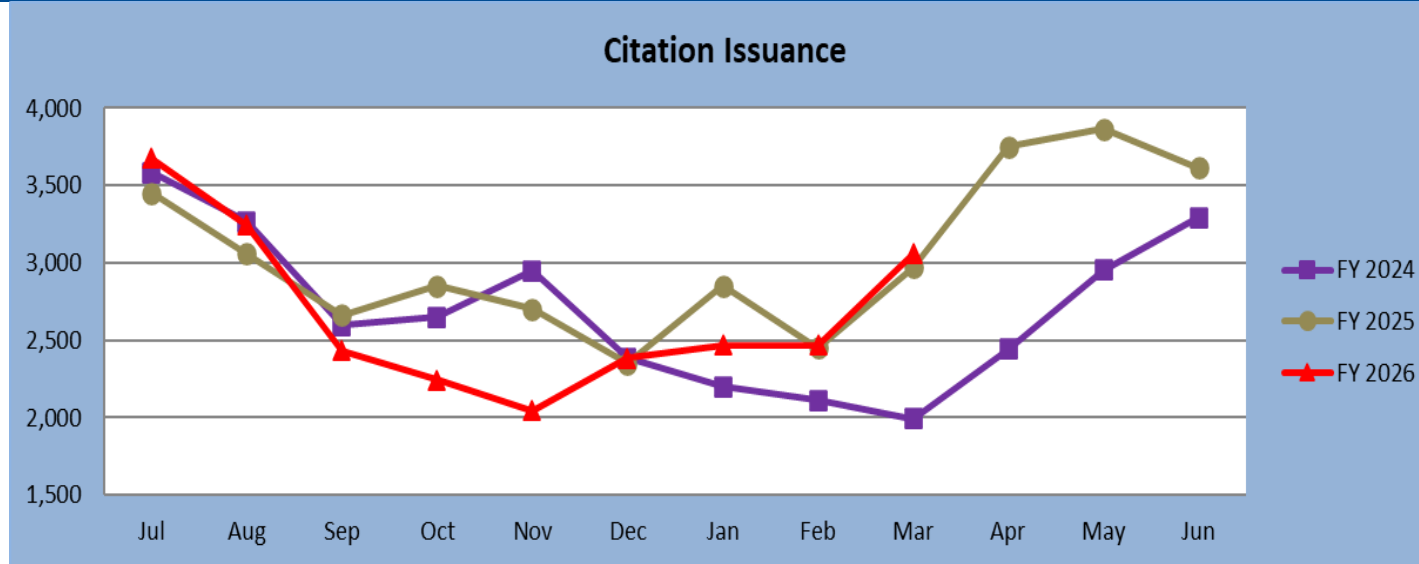
7/1/2024

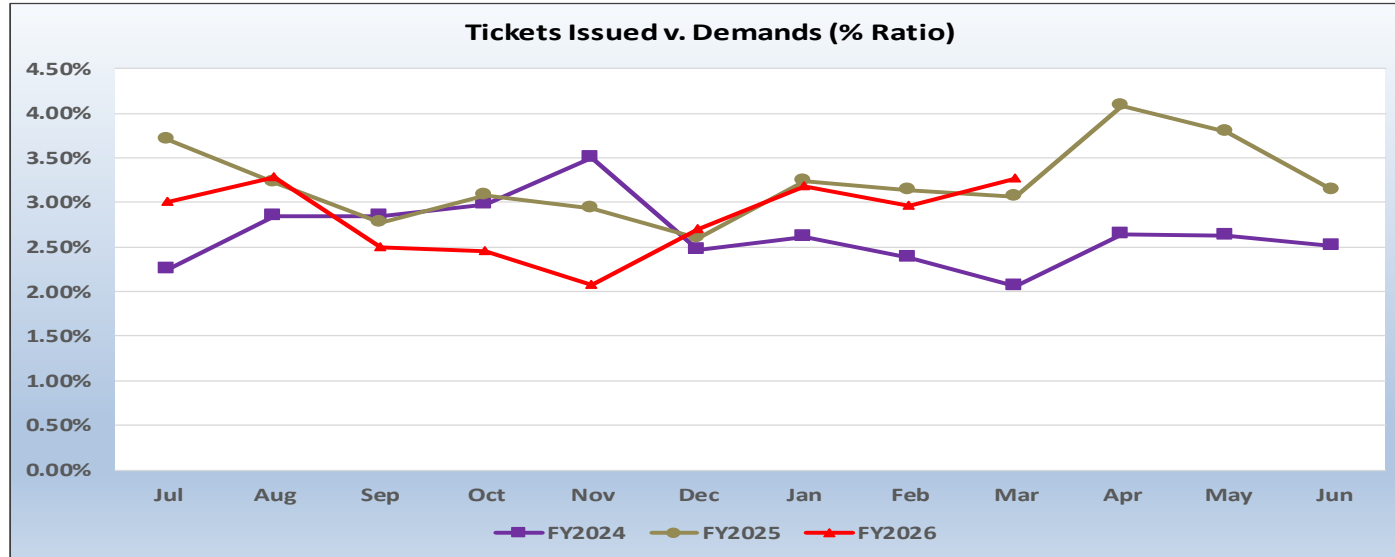
3/31/2026

Permit Revenue by Location

Year	FY 25		FY 26	
	Permit Revenue	Permit Sales	Permit Revenue	Permit Sales
East Norwalk Railroad Lot	\$128,952.89	1,887	\$83,543.61	1,221
Haviland Deck	\$400,884.56	5,029	\$280,988.56	3,524
Liberty Square Lot	\$14,225.65	535	\$11,619.83	437
Main Street Lot	\$51,194.35	1,313	\$45,055.75	1,154
Norwalk - Maritime Garage	\$315,518.87	6,259	\$241,375.09	5,078
Norwalk YMCA Lot	\$12,656.84	238	\$7,977.00	150
South Norwalk Railroad Station Garage - west bound	\$759,877.93	8,080	\$579,517.23	6,265
Wall Street Lot	\$29,709.25	767	\$24,593.75	634
Total	\$2,429,728.99	36,673	\$1,839,240.13	28,273

Citation issuance and revenue update.





Tickets Issued (NOT including Beaches & Police issued tickets)

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTAL	AVG.
FY2024	2,540	3,146	2,482	2,534	2,838	2,266	2,047	1,984	1,909	2,307	2,271	2,230	28,554	2,416
FY2025	3,452	3,058	2,119	2,504	2,539	2,250	2,692	2,451	2,867	3,621	3,487	2,712	33,752	2,659
FY2026	2,670	2,894	1,943	1,960	1,941	2,259	2,371	2,307	2,923				21,268	2,363

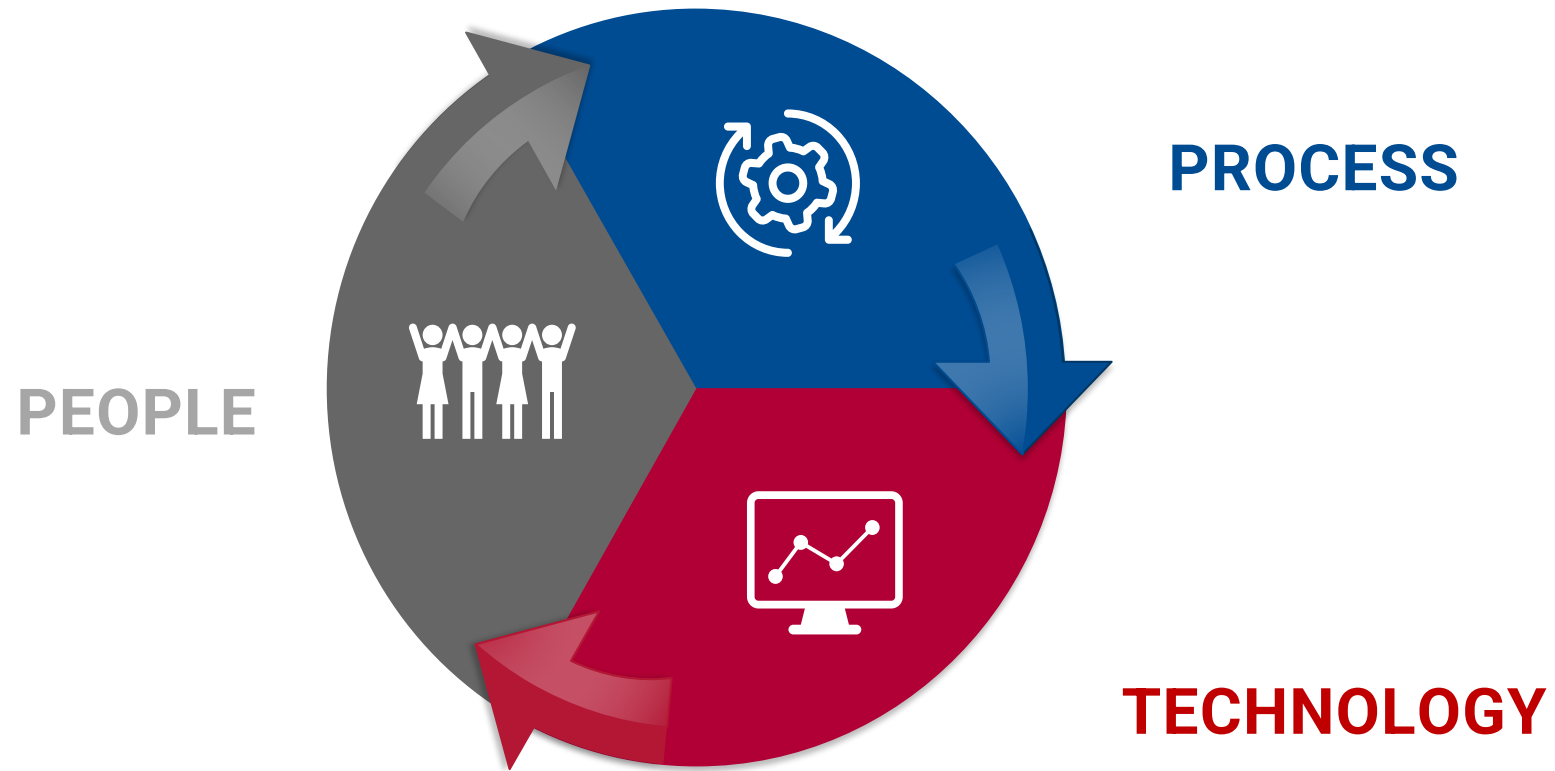
Transient Demands (NOT including Beaches)

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTAL	AVG.
FY2024	112,565	110,796	87,317	85,255	81,074	91,771	78,338	83,167	92,950	87,443	86,570	88,859	1,086,105	91,470
FY2025	92,995	94,839	76,405	81,209	86,488	86,748	83,130	78,111	93,471	88,595	91,859	86,619	1,040,470	85,933
FY2026	88,840	88,268	77,825	79,975	93,521.25	83,779	74,528	77,858	89,322				753,916	83,768

Ratio (%) - Tickets v. Demands

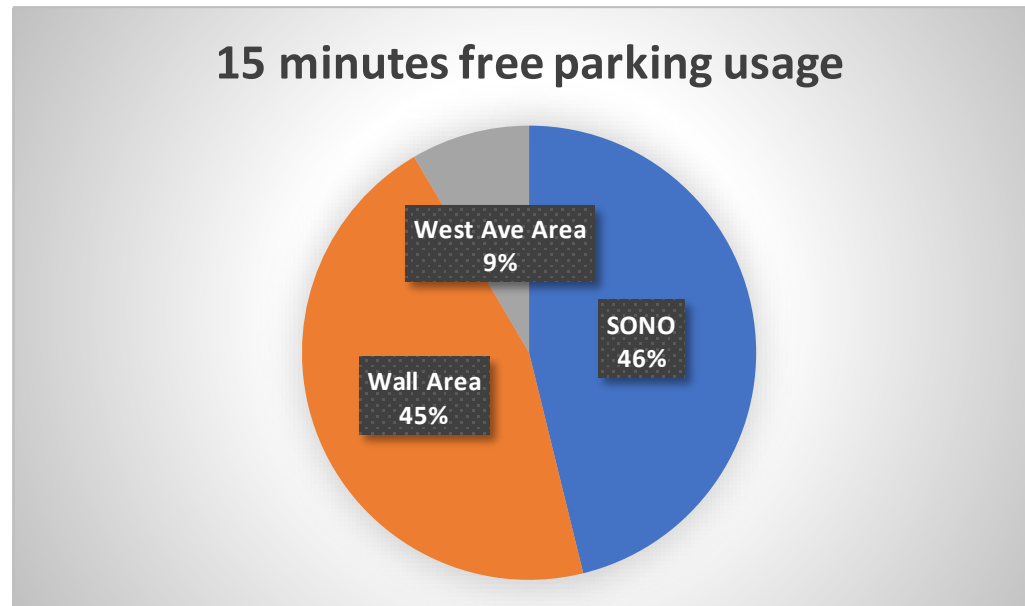
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	AVG.
FY2024	2.26%	2.84%	2.84%	2.97%	3.50%	2.47%	2.61%	2.39%	2.05%	2.64%	2.62%	2.51%	2.66%
FY2025	3.71%	3.22%	2.77%	3.08%	2.94%	2.59%	3.24%	3.14%	3.07%	4.09%	3.80%	3.13%	3.09%
FY2026	3.01%	3.28%	2.50%	2.45%	2.08%	2.70%	3.18%	2.96%	3.27%				2.82%

OPERATIONS

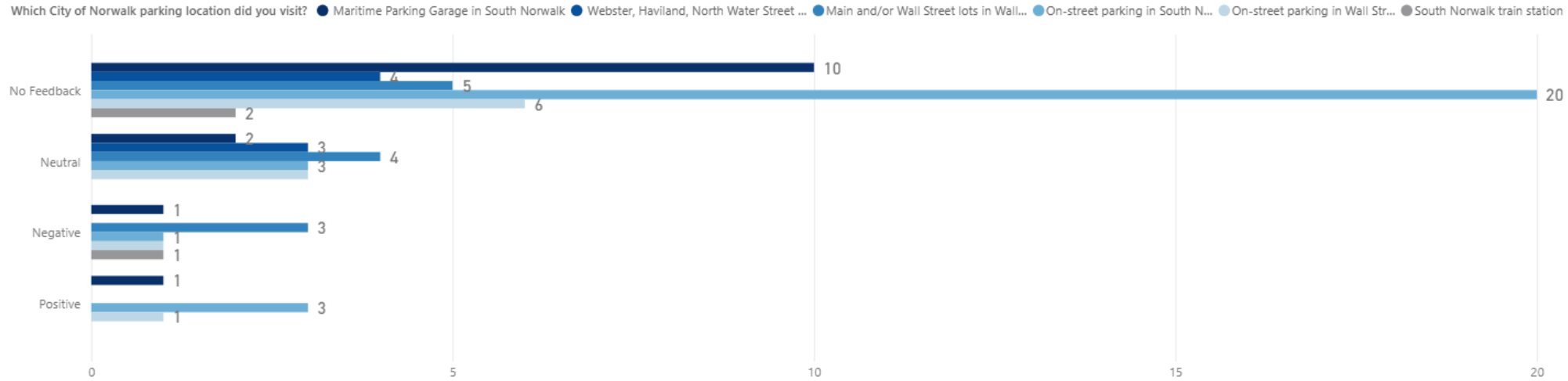


15 Minutes free parking usage update.

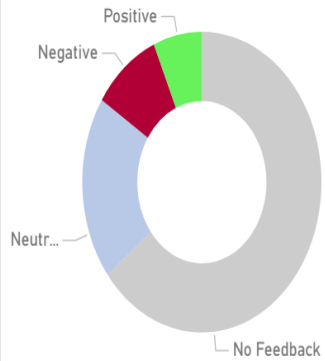
15 Minutes Usage update					
	Mar-26		Feb-26		
	# of Transactions	Area	# of Trans	Area	
Total for the month	4369		3227		
Change in usage from Prior month	↑ 35%				
Sub Area	# of Transactions		Sub Area	# of Transactions	
SONO	2017	46%	SONO	1520	47%
Wall Area	1983	45%	Wall Area	1461	45%
West Ave Area	369	8%	West Ave	246	8%
Grand Total	4369		Grand Total	3227	



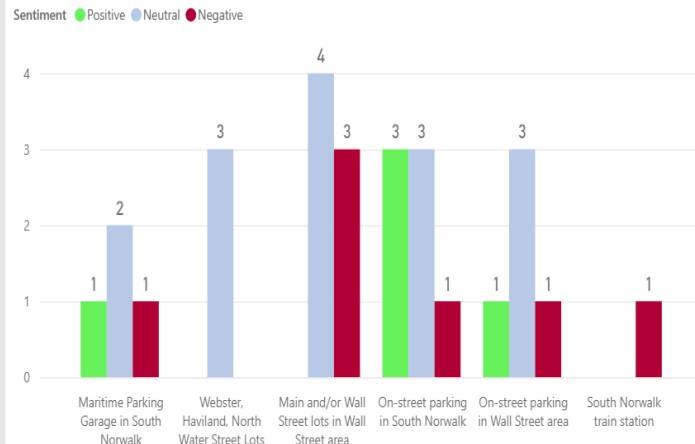
Surveys by Sentiments



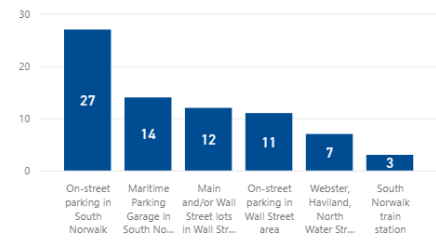
Sentiment Breakdown



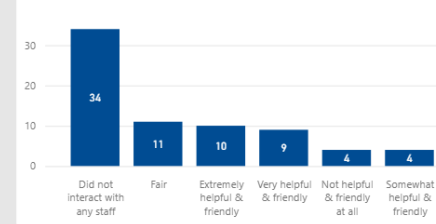
Number of Responses by Sentiment



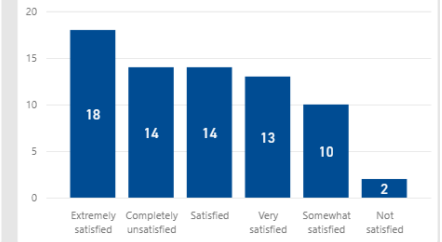
Which City of Norwalk parking location did you visit?



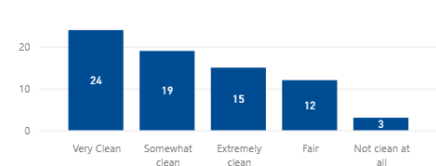
How attentive and courteous were the parking staff you interacted with?



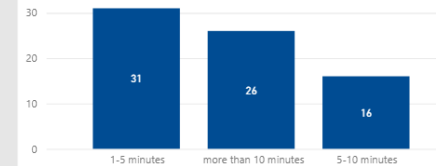
How was your experience using the payment methods?



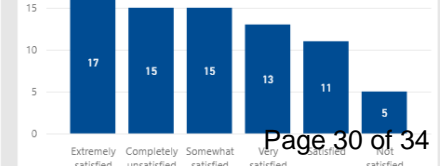
How would you rate the cleanliness and overall appearance of the facility and equipment you interacted with?



On average, how long would you say it typically takes you to find a place to park?



How satisfied were you with your overall experience?



Customer Appreciation Day – March 17

- South Norwalk Train Station Lobby
- East Norwalk Train Station Lot





LAZ
PARKING

Date Slider

3/1/2026 3/31/2026

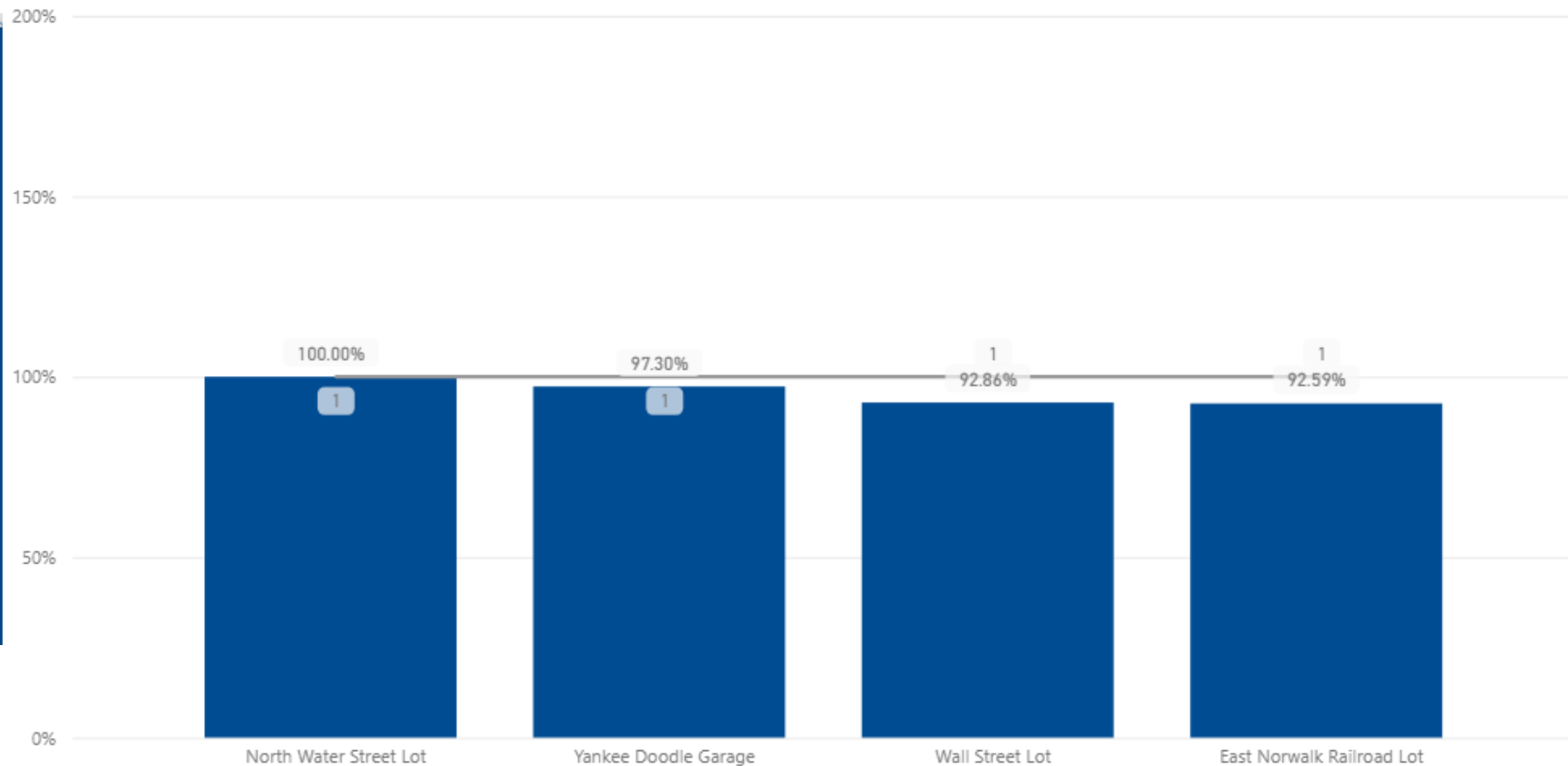


Average Score & # of Audits

Location Name	Audits	Points Awarded Total	Points Available Total	Average Score
<input type="checkbox"/> East Norwalk Railroad Lot				
Monday, March 09, 2026	1	25	27	92.59%
<input type="checkbox"/> North Water Street Lot				
Monday, March 09, 2026	1	34	34	100.00%
<input type="checkbox"/> Wall Street Lot				
Monday, March 09, 2026	1	26	28	92.86%
<input type="checkbox"/> Yankee Doodle Garage				
Monday, March 09, 2026	1	36	37	97.30%

Average Score & # of Audits (Drill Down for Location)

● Average Score ● Audits




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PARKING

Date Slider

3/1/2026 3/31/2026

MAINTENANCE

- Overhead Gate Replacement – Maritime Garage in progress.
- Maritime Garage Lighting upgrade completed. Doing final walk through.
- Yankee Doodle Garage Lighting upgrade - in progress.

