



REGULAR MEETING – PARKING AUTHORITY AGENDA

MAY 27, 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: April 22, 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: Residential Parking Program

B. Financial and Operating Report - LAZ

VI. NEW BUSINESS

A. Discuss: SoNo Train Station Retail Space - Westbound Terminal

B. Discuss: Website Modernization Initiative

VII. OLD BUSINESS

VIII. ADJOURNMENT

UPCOMING MEETINGS

June 24, 2026 July 22, 2026

**CITY OF NORWALK
PARKING AUTHORITY
REGULAR MEETING - APRIL 22, 2026 – 6 PM
VIA ZOOM VIRTUAL MEETING**

ATTENDANCE: Eric Rains, Chair; Judson Aley; Peter Fullam; Jessica Larche.

STAFF: Bryan Lutz, Director of Parking; James Travers, Director of Transportation, Mobility and Parking.

OTHERS: Rocky Legesse, LAZ Parking; Alex Cross, Business Development Manager.

CALL TO ORDER

Chairman Rains called the meeting to order at 6:00 p.m. There was a quorum present.

ROLL CALL

Bryan Lutz conducted the roll call. Those present were noted as above.

ACCEPTANCE OF MINUTES

A. Regular Meeting: March 25, 2026

**** MR. ALEY MOVED TO APPROVE THE MINUTES AS SUBMITTED.**

**** MS. LANCHE SECONDED THE MOTION.**

**** THE MOTION PASSED UNANIMOUSLY.**

PUBLIC PARTICIPATION

Public participation was held. Gus Silfides spoke. Public participation was closed.

REPORTS

A. Engineering and Project Report Bryan Lutz provided updates on:

1. Bryan Lutz provided an update on NPA2024-02 Aesthetic Enhancements at Yankee Doodle Garage (Painting).
2. Bryan Lutz provided an update on NPA2025-01 Repairs and Improvements at Haviland Parking Deck.
3. Bryan Lutz provided an update on SoNo Train Station Garage ADA Access doors and Misc. Improvements.
4. Bryan Lutz provided an update on NPA2026-01 Norwalk Citywide Wayfinding.

B. Financial and Operating Report

LAZ Sirak Legesse presented the financial and operating report.

NEW BUSINESS

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

Discussion was held.

**** MR. ALEY MOTIONED TO PROVIDE \$50,000 IN FUNDING FOR A MARKETING INITIATIVE FOR THE CITY.**

**** MOTION PASSED UNANIMOUSLY.**

B. Discuss/Vote: Parklet Pilot Program

Discussion was held.

**** MS. LARCHE MOVED TO EXPRESS SUPPORT FOR THE PARKLET PILOT PROGRAM.**

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

**** MOTION PASSED UNANIMOUSLY.**

C. Executive Session: Lease Agreement (BlackbyDemand)

**** MS. LARCHE MOVED TO GO INTO EXECUTIVE SESSION TO DISCUSS THE LEASE AGREEMENT WITH BLACKBYDEMAND.**

**** MOTION PASSED UNANIMOUSLY.**

The Board entered Executive Session at approximately 7:07 PM. No action was taken in Executive Session. The Board returned to open session at approximately 7:40 PM.

OLD BUSINESS

None.

ADJOURNMENT

**** MR. FULLAM MOVED TO ADJOURN.**

**** MOTION PASSED UNANIMOUSLY.**

The meeting adjourned at approximately 7:44 PM.

Respectfully Submitted,
Courtney Baldwin
Recording Secretary

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





NPA2025-01 Repairs and Improvements at Haviland Parking Deck





May 2026 Board Meeting

Norwalk Parking
Authority | Norwalk,
Connecticut

May 27, 2026





AGENDA

- Financial Review
- Operational Review
 - Update on 15 minutes usage
 - Community Engagement
 - Beach Operation Assessment
 - Mystery Shop Audits
 - Maintenance

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

	April-26					FOR THE MONTH ENDING April 2026					FISCAL YEAR	
	Actual 2026	Budget 2026	Var \$	Var %	Actual PY	Actual 2026	Budget 2026	Var \$	Var %	Actual PY	Forecast	Budget
REVENUES:												
Parking Revenue	629,306	576,511	52,795	9.2%	585,578	5,763,075	5,942,774	(179,699)	-3.0%	5,674,595	7,015,689	7,185,097
Other Revenue	8,592	8,608	(17)	-0.2%	8,431	71,828	86,083	(14,255)	-16.6%	74,822	111,194	129,904
Total System Revenue	637,898	585,119	52,779	9.0%	594,009	5,834,903	6,028,857	(193,954)	-3.2%	5,749,417	7,126,883	7,315,001
EXPENSES:												
Operations	392,578	377,903	14,674	3.9%	297,121	3,636,267	3,747,740	(111,473)	-3.0%	3,235,917	4,413,521	4,550,300
City Support/Admin Svcs	62,002	62,002	0	0.0%	71,126	620,016	620,016	-	0.0%	711,255	744,019	744,019
Debt Service	105,517	105,517	0	0.0%	106,513	1,055,169	1,055,169	-	0.0%	1,065,130	1,266,202	1,266,202
Capital Reserve & Replacement	11,250	11,250	0	0.0%	11,250	90,000	112,500	(22,500)	-20.0%	101,250	108,000	135,000
Total Expenses	571,346	556,672	14,674	2.6%	486,010	5,401,452	5,535,425	(133,973)	-2.4%	5,113,552	6,531,743	6,695,522
Fund Balance	66,552	28,448	38,105	133.9%	107,999	433,450	493,432	(59,981)	-12.2%	635,865	595,140	619,479

VARIANCE REPORT - Major Variances (+/- 20% and \$5,000) Norwalk Parking Authority For the Month Ending April 30, 2026								
	ACTUAL	BUDGET	Var. (\$)	Var. (%)	COMMENTS	Actual YTD	Budget YTD	
PARKING REVENUE								
Parking Violation	\$118,661	\$94,628	\$24,033	25.4%	Violation revenue is over budget for the month due to strong collection. On YTD, we are still under budget due to increased compliance.	\$1,062,901	\$1,130,269	
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.	\$163,722	\$123,478	
Operating Expenses	\$5,567	\$12,500	(\$6,933)	-55.5%	Expense for the month is under budget due to delay in payment.	\$111,344	\$125,000	
Building Repair and Maintenance	\$15,571	\$51,395	(\$35,824)	-69.7%	Expense for the month is under budget due to deferring of some repairs to off set some of the losses under snow.	\$328,582	\$434,800	
Snow Removal	\$0	\$12,000	(\$12,000)	-100.0%	Expense for the month is under budget due to no snow for the month.	\$403,320	\$183,500	
Service Contract	\$13,204	\$21,933	(\$8,729)	-39.8%	Expense for the month is under budget due to delay in payment for a vendor.	\$118,775	\$157,200	
Equipment expense	\$91,116	\$13,333	\$77,783	583.4%	Expense for the month is over budget due to one time payment for the purchase of the two enforcement vehicles. This is a budgeted expense that has been deferred waiting for the vehicles to arrive. We are under budget for the YTD. We will be using the remaining budgeted expense to equip with LPR cameras.	\$92,808	\$133,333	
Bank and Credit Card Fees	\$39,351	\$29,218	\$10,133	34.7%	Expense for the month is over budget due to missed payments for monthly gateway fees that were set up when new equipment was installed at Maritime and South Norwalk Railroad garages. This one time payment was for the missed payments from March 2025 to current.	\$291,346	\$301,542	



April 2026 Financial Report

Page 1

LAZ Karp Associates, LLC and Subsidiaries
 Norwalk Parking Authority
 For the Ten Months Ending April 30, 2026

	Description	Actual	Budget	Variance	% Variance	YTD Actual	YTD Budget	YTD Variance	YTD Variance %	Annual Budget
PARKING REVENUE										
R1	Meter Revenue	70,901.11	63,645.26	7,255.85	11.4%	624,745.37	627,930.46	(3,185.09)	-0.5%	756,579.06
R2	Transient Parking	250,241.44	237,049.78	13,191.66	5.6%	2,265,171.42	2,372,289.79	(107,118.37)	-4.5%	2,879,954.15
R3	Monthly Parking	222,167.97	211,787.86	10,380.11	4.9%	2,109,549.27	2,117,878.60	(8,329.33)	-0.4%	2,541,454.32
R4	Less: Refunds	(239.28)	0.00	(239.28)	0.0%	(819.70)	0.00	(819.70)	0.0%	0.00
R5	Parking Violation	118,661.00	94,627.70	24,033.30	25.4%	1,062,901.25	1,130,268.76	(67,367.51)	-6.0%	1,375,988.16
R6	Less: Sales Tax	(32,425.99)	(30,599.58)	(1,826.41)	6.0%	(298,473.08)	(305,594.08)	7,121.00	-2.3%	(368,878.45)
	TOTAL PARKING REVENUE	629,306.25	576,511.02	52,795.23	9.2%	5,763,074.53	5,942,773.53	(179,699.00)	-3.0%	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	164.00	266.67	(102.67)	-38.5%	1,873.00	2,666.70	(793.70)	-29.8%	3,200.04
OR3	Lease Income - SNRR/MG	6,952.81	3,164.00	3,788.81	119.7%	42,108.04	31,640.00	10,468.04	33.1%	37,968.00
OR4	Lease Income_YDG	1,475.00	1,446.33	28.67	2.0%	14,663.00	14,463.30	199.70	1.4%	17,355.96
OR5	SNRR Concessions Income	0.00	3,648.00	(3,648.00)	-100.0%	13,184.00	36,480.00	(23,296.00)	-63.9%	43,776.00
OR6	Investment Income	0.00	83.33	(83.33)	-100.0%	0.00	833.30	(833.30)	-100.0%	999.96
	TOTAL OTHER REVENUE	8,591.81	8,608.33	(16.52)	-0.2%	71,828.04	86,083.30	(14,255.26)	-16.6%	129,903.96
	TOTAL SYSTEM REVENUE	637,898.06	585,119.35	52,778.71	9.0%	5,834,902.57	6,028,856.83	(193,954.26)	-3.2%	7,315,001.20

LAZ Karp Associates, LLC and Subsidiaries
 Norwalk Parking Authority
 For the Ten Months Ending April 30, 2026

	Description	Actual	Budget	Variance	% Variance	YTD Actual	YTD Budget	YTD Variance	YTD Variance %	Annual Budget
	OPERATING EXPENSES									
E1	Gross Wages	109,492.08	111,998.84	2,506.76	2.2%	1,175,180.08	1,175,987.82	807.74	0.1%	1,455,984.92
E2	Payroll Tax Expense	12,493.47	14,167.86	1,674.39	11.8%	136,403.68	148,762.53	12,358.85	8.3%	184,182.18
E3	Group Health Insurance	18,860.00	11,759.87	(7,100.13)	-60.4%	163,721.91	123,478.04	(40,243.87)	-32.6%	152,877.74
E4	Worker's Compensation Expense	4,466.65	4,703.95	237.30	5.0%	48,169.51	49,391.48	1,221.97	2.5%	61,151.36
E5	401K Match Expense	2,126.99	2,239.97	112.98	5.0%	22,937.92	23,519.69	581.77	2.5%	29,119.62
E6	Operating Expenses	5,567.17	12,499.98	6,932.81	55.5%	111,343.93	124,999.80	13,655.87	10.9%	149,999.76
E7	Maritime Condo fees	2,644.90	2,452.08	(192.82)	-7.9%	25,537.20	24,520.80	(1,016.40)	-4.1%	29,424.96
E8	Management Fee Expense	8,333.33	8,333.35	0.02	0.0%	83,333.30	83,333.50	0.20	0.0%	100,000.20
E9	Uniforms	0.00	3,333.34	3,333.34	100.0%	7,668.00	33,333.40	25,665.40	77.0%	40,000.08
E10	Signage	340.00	4,166.66	3,826.66	91.8%	21,340.87	41,666.60	20,325.73	48.8%	49,999.92
E11	Tickets	0.00	416.68	416.68	100.0%	3,247.57	4,166.80	919.23	22.1%	5,000.16
E12	Office Expense	1,915.28	1,666.66	(248.62)	-14.9%	24,744.76	16,666.60	(8,078.16)	-48.5%	19,999.92
E13	Building Repair & Maintenance	15,570.64	51,395.00	35,824.36	69.7%	328,581.80	434,800.00	106,218.20	24.4%	563,060.00
E14	Snow Removal	0.00	12,000.00	12,000.00	100.0%	403,319.82	183,500.00	(219,819.82)	-119.8%	183,500.00
E15	Service Contract	13,204.38	21,933.33	8,728.95	39.8%	118,775.31	157,199.94	38,424.63	24.4%	180,355.48
E16	Sanitation	2,253.45	2,200.00	(53.45)	-2.4%	21,813.73	22,000.00	186.27	0.8%	26,400.00
E17	Security Services	13,027.50	13,688.88	661.38	4.8%	77,528.10	96,188.82	18,660.72	19.4%	109,999.92
E18	Permit/Violation Management	11,395.08	10,416.65	(978.43)	-9.4%	103,659.93	104,166.50	506.57	0.5%	124,999.80
E19	Utilities Expense	10,319.23	6,887.38	(3,431.85)	-49.8%	67,800.33	69,587.80	1,787.47	2.6%	82,954.56
E20	Vehicle Expense	1,195.00	3,333.34	2,138.34	64.2%	31,373.44	33,333.40	1,959.96	5.9%	40,000.08
E21	Telephone	9,509.77	8,750.00	(759.77)	-8.7%	86,951.34	87,500.00	548.66	0.6%	105,000.00
E22	Equipment Expense	91,116.00	13,333.33	(77,782.67)	-583.4%	92,807.63	133,333.30	40,525.67	30.4%	159,999.96
E23	Bank and Credit Card Fees	39,351.40	29,218.03	(10,133.37)	-34.7%	291,346.04	301,541.92	10,195.88	3.4%	364,579.47
E24	Liability Insurance	15,228.56	14,508.15	(720.41)	-5.0%	139,564.37	149,761.29	10,196.92	6.8%	181,709.37
E25	Parking Program	4,166.64	8,333.35	4,166.71	50.0%	27,719.92	83,333.50	55,613.58	66.7%	100,000.20
E26	Marketing and Communication	0.00	4,166.66	4,166.66	100.0%	21,396.74	41,666.60	20,269.86	48.6%	49,999.92
	TOTAL OPERATING EXPENSES	392,577.52	377,903.34	(14,674.18)	-3.9%	3,636,267.23	3,747,740.13	111,472.90	3.0%	4,550,299.58

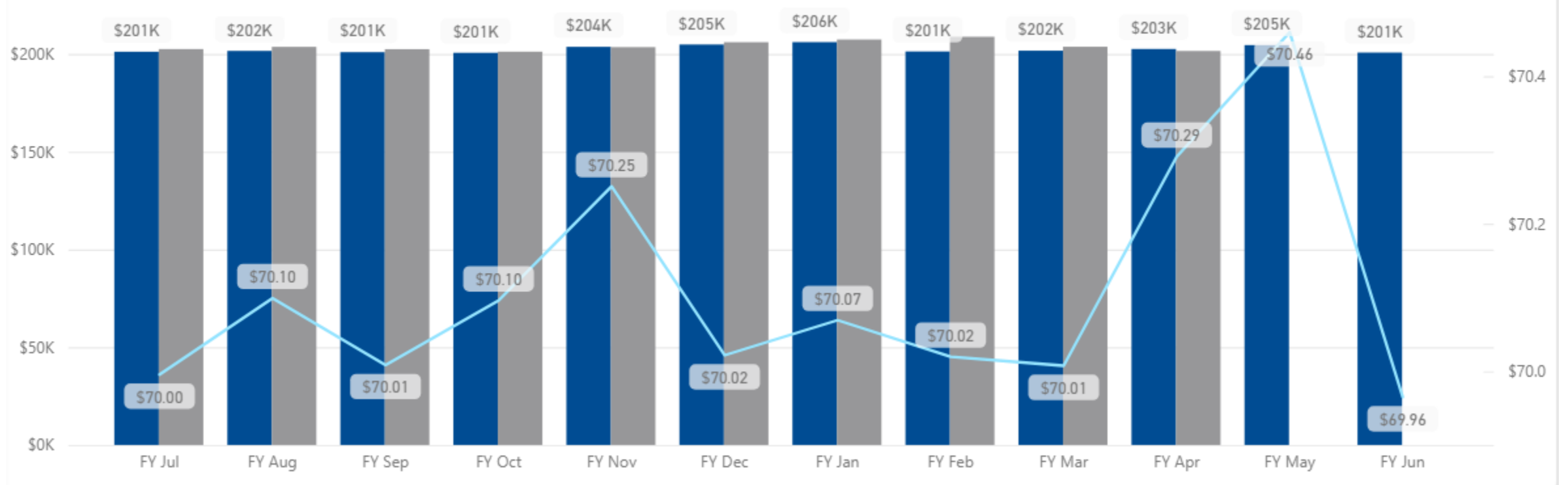
LAZ Karp Associates, LLC and Subsidiaries										
Norwalk Parking Authority										
For the Ten Months Ending April 30, 2026										
	Description	Actual	Budget	Variance	% Variance	YTD Actual	YTD Budget	YTD Variance	YTD Variance %	Annual Budget
	CITY ADMINISTERED EXPENSES									
CE1	Other City Payroll Expenses	36,959.33	36,959.33	0.00	0.0%	369,593.30	369,593.30	0.00	0.0%	443,511.96
CE2	Electric	19,642.10	19,642.10	0.00	0.0%	196,421.00	196,421.00	0.00	0.0%	235,705.20
CE3	Sewer	968.26	968.26	0.00	0.0%	9,682.60	9,682.60	0.00	0.0%	11,619.12
CE4	Professional Services	3,750.01	3,750.01	0.00	0.0%	37,500.10	37,500.10	0.00	0.0%	45,000.12
CE5	Legal Service Retainer	416.65	416.65	0.00	0.0%	4,166.50	4,166.50	0.00	0.0%	4,999.80
CE6	Business Expense	265.27	265.27	0.00	0.0%	2,652.70	2,652.70	0.00	0.0%	3,183.24
	TOTAL CITY ADMINISTERED EXPENSES	62,001.62	62,001.62	0.00	0.0%	620,016.20	620,016.20	0.00	0.0%	744,019.44
	SUBTOTAL OPERATING EXPENSES	454,579.14	439,904.96	(14,674.18)	-3.3%	4,256,283.43	4,367,756.33	111,472.90	2.6%	5,294,319.02
DE1	Debt Service Interest	18,084.49	18,084.49	0.00	0.0%	180,844.90	180,844.90	0.00	0.0%	217,013.88
DE2	Debt Service Principle	87,432.38	87,432.38	0.00	0.0%	874,323.80	874,323.80	0.00	0.0%	1,049,188.56
	SUBTOTAL DEBT SERVICES	105,516.87	105,516.87	0.00	0.0%	1,055,168.70	1,055,168.70	0.00	0.0%	1,266,202.44
DE3	Capital Reserve and Replacement	11,250.01	11,250.01	0.00	0.0%	90,000.08	112,500.10	22,500.02	20.0%	135,000.12
	TOTAL EXPENSES	571,346.02	556,671.84	(14,674.18)	-2.6%	5,401,452.21	5,535,425.13	133,972.92	2.4%	6,695,521.58
NI1	Fund Balance	66,552.04	28,447.51	38,104.53	133.9%	433,450.36	493,431.70	(59,981.34)	-12.2%	619,479.62

April 2026 and YTD Actual vs Budget.

Date (bins)	April 2026			Total		
Location	Actual	Budget	AvB	Actual	Budget	AvB
☐ M04118-Norwalk YMCA Lot	\$32.67	\$625.83	(\$593.16)	\$6,452.33	\$1,008.30	\$5,444.03
☐ M04225-Liberty Square Lot	(\$299.52)	(\$401.01)	\$101.49	(\$23,516.36)	(\$13,209.87)	(\$10,306.49)
☐ M04301-Norwalk Parking Enforcement	\$75,187.34	\$34,135.41	\$41,051.93	\$516,948.35	\$519,866.53	(\$2,918.18)
☐ M04305-South Norwalk Railroad Station Garage - west bound	\$59,969.27	\$21,725.57	\$38,243.70	\$408,339.43	\$236,006.79	\$172,332.64
☐ M04306-South Norwalk Railroad Station Garage - east bound	\$11,077.38	(\$7,750.70)	\$18,828.08	\$13,858.37	(\$21,527.69)	\$35,386.06
☐ M04307-Norwalk - Maritime Garage	(\$152,831.94)	(\$36,046.94)	(\$116,785.00)	(\$710,519.45)	(\$321,487.81)	(\$389,031.64)
☐ M04308-Haviland Deck	\$5,824.52	\$7,356.70	(\$1,532.18)	\$34,270.43	\$45,317.76	(\$11,047.33)
☐ M04309-Yankee Doodle Garage	\$12,831.85	(\$7,671.16)	\$20,503.01	(\$12,906.88)	(\$77,227.22)	\$64,320.34
☐ M04310-Webster Street Lot	\$48,049.09	\$18,929.46	\$29,119.63	\$281,098.47	\$154,581.32	\$126,517.15
☐ M04311-North Water Street Lot	\$3,308.55	(\$2,090.22)	\$5,398.77	\$8,088.35	(\$21,011.87)	\$29,100.22
☐ M04313-Wall Street Lot	\$826.23	(\$3,561.61)	\$4,387.84	(\$16,878.99)	(\$37,957.29)	\$21,078.30
☐ M04314-Main Street Lot	(\$3,293.92)	(\$765.95)	(\$2,527.97)	(\$3,240.58)	(\$9,625.32)	\$6,384.74
☐ M04316-East Norwalk Railroad Lot	\$5,889.77	\$3,962.13	\$1,927.64	(\$68,523.86)	\$38,698.07	(\$107,221.93)
Total	\$66,571.29	\$28,447.51	\$38,123.78	\$433,469.61	\$493,431.70	(\$59,962.09)

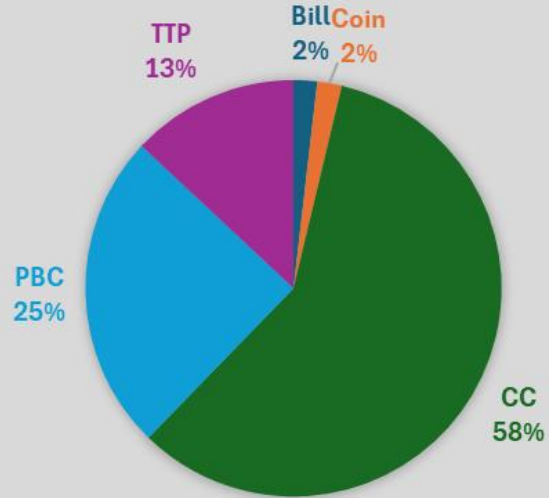
Permit Revenue by Month YOY

Year ● FY 25 ● FY 26 ● APV



TRANSIENT REVENUE BREAKDOWN - ALL LOCATIONS

APRIL 2026



Revenue and Transactions Combined






LAZ
PARKING

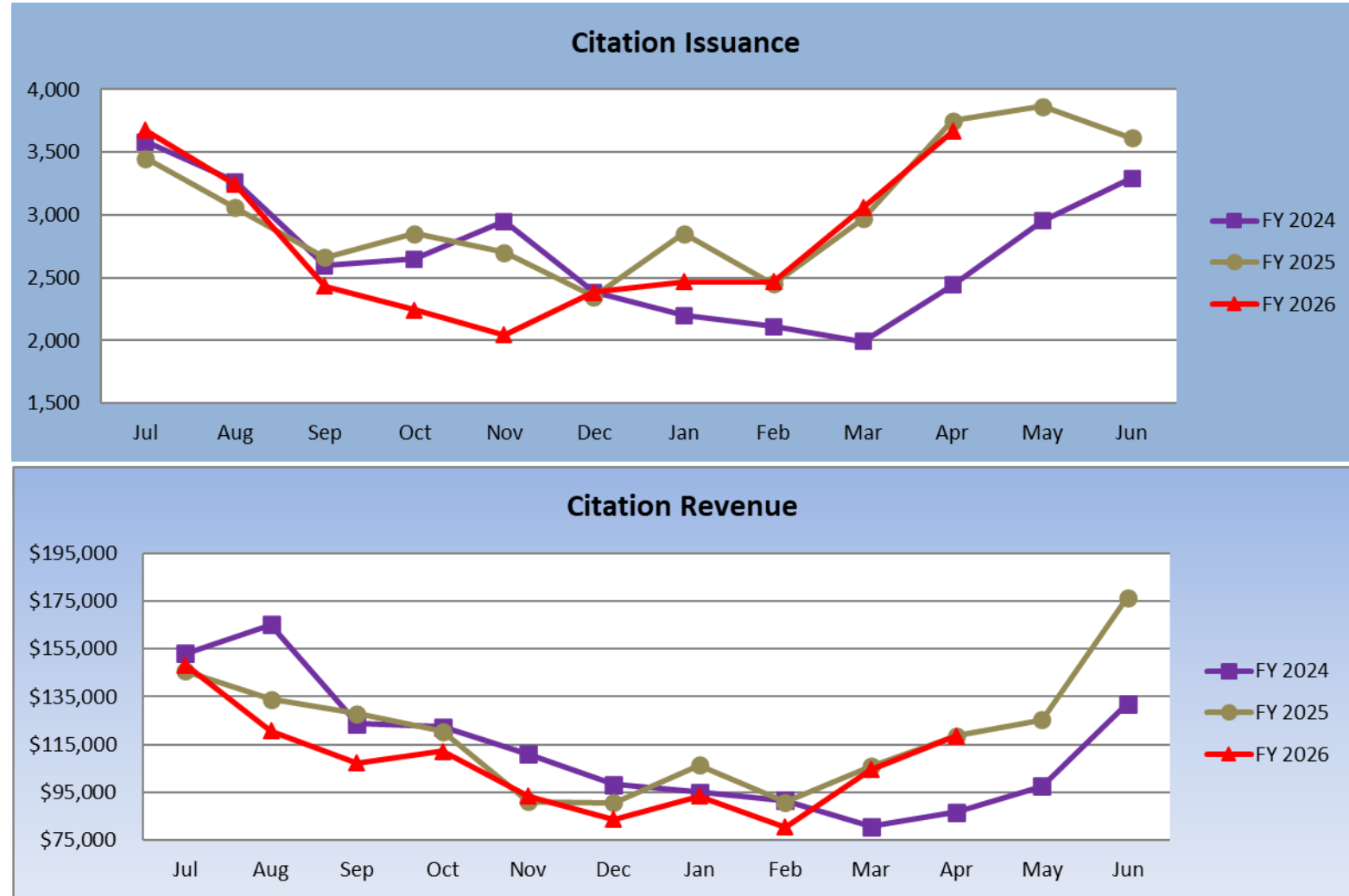
Date Slider

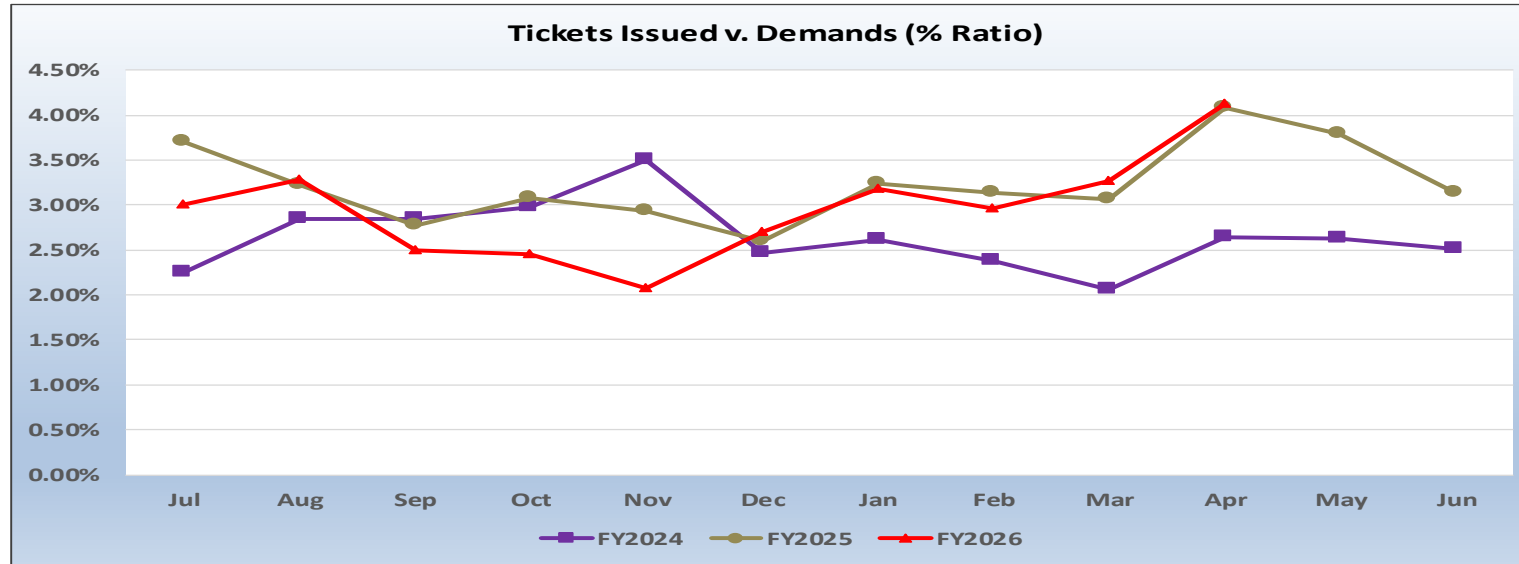
7/1/2024 4/30/2026



Year	FY 25		FY 26	
	Permit Revenue	Permit Sales	Permit Revenue	Permit Sales
East Norwalk Railroad Lot	\$128,952.89	1,887	\$92,179.82	1,354
Haviland Deck	\$400,884.56	5,029	\$311,287.84	3,904
Liberty Square Lot	\$14,225.65	535	\$12,869.56	484
Main Street Lot	\$51,194.35	1,313	\$49,699.05	1,273
Norwalk - Maritime Garage	\$315,518.87	6,259	\$267,121.86	5,633
Norwalk YMCA Lot	\$12,656.84	238	\$8,136.54	153
South Norwalk Railroad Station Garage - west bound	\$759,877.93	8,080	\$643,428.26	6,963
Wall Street Lot	\$29,709.25	767	\$27,938.50	720
Webster Street Lot	\$548,132.40	8,272	\$469,598.70	7,033
Yankee Doodle Garage	\$168,576.25	4,293	\$158,524.94	3,884
Total	\$2,429,728.99	36,673	\$2,040,785.07	31,401

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	2,405
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	2,755
FY2026	2,670	2,894	1,943	1,960	1,941	2,259	2,371	2,307	2,923	3,665			24,933	2,493

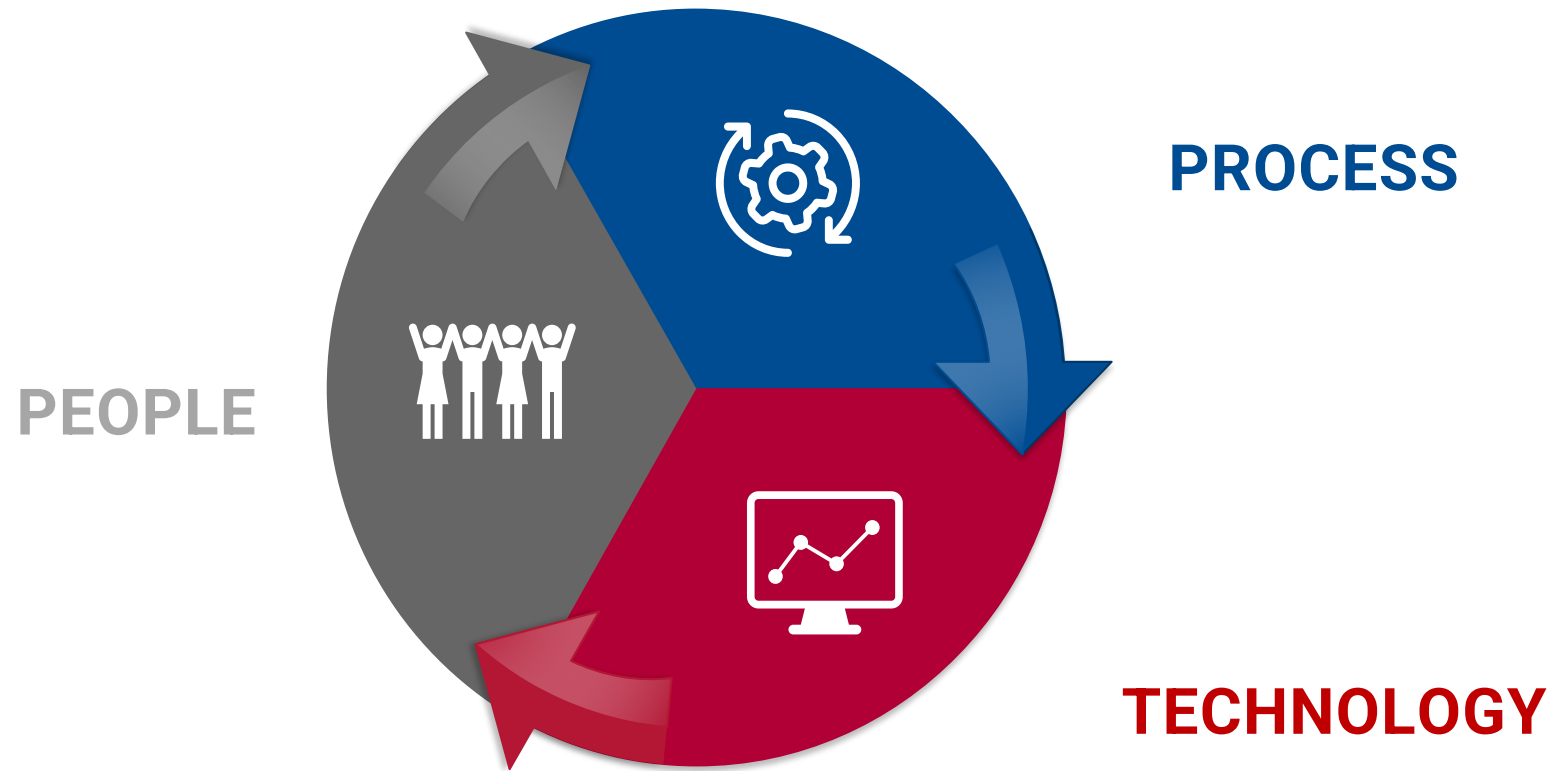
Transient Demands (NOT including Beaches)

	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	91,068
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	86,199
FY2026	88,840	88,268	77,825	79,975	93,521.25	83,779	74,528	77,858	89,322	88,738			842,654	84,265

Ratio (%) - Tickets v. Demands

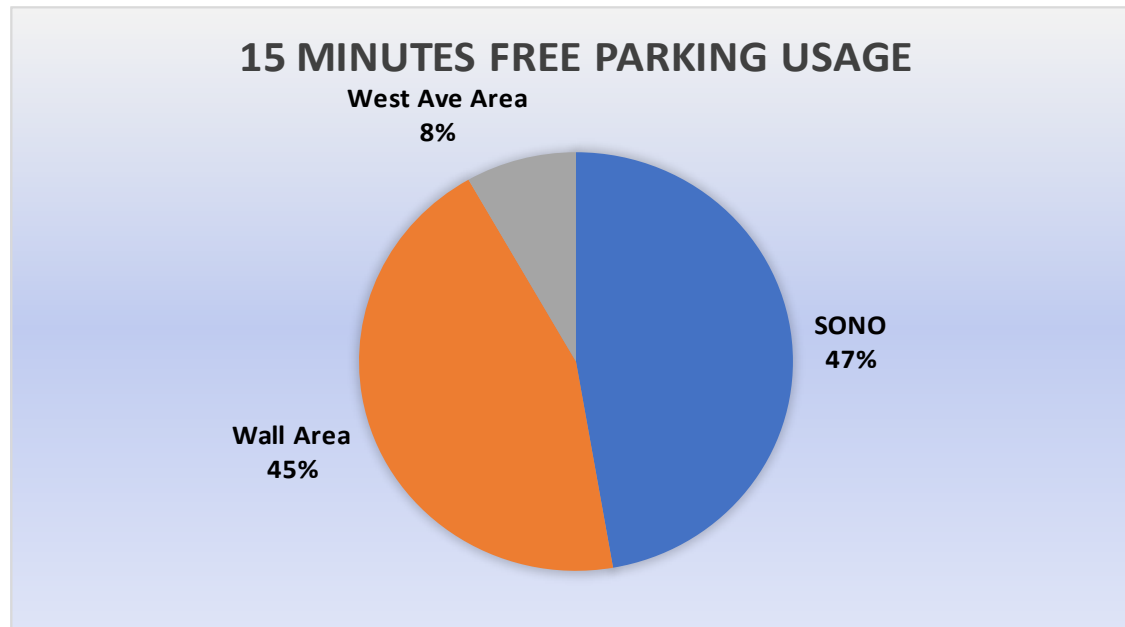
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	AVG.
FY2024	2.26%	2.84%	2.84%	2.97%	3.50%	2.47%	2.61%	2.39%	2.05%	2.64%	2.62%	2.51%	2.66%
FY2025	3.71%	3.22%	2.77%	3.08%	2.94%	2.59%	3.24%	3.14%	3.07%	4.09%	3.80%	3.13%	3.19%
FY2026	3.01%	3.28%	2.50%	2.45%	2.08%	2.70%	3.18%	2.96%	3.27%	4.13%			2.96%

OPERATIONS



15 Minutes free parking usage update.

15 Minutes Usage update					
	Apr-26		Mar-26		
	# of Transactions	Area	# of Trans	Area	
Total for the month	4644		4369		
Change in usage from Prior month	↑ 6%				
Sub Area	# of Transactions		Sub Area	# of Transactions	
SONO	2195	47%	SONO	2017	46%
Wall Area	2066	44%	Wall Area	1983	45%
West Ave Area	383	8%	West Ave	369	8%
Grand Total	4644		Grand Total	4369	



Community Engagement – April 25

- Earth Day at Park Avenue – Park Norwalk/LAZ employees.



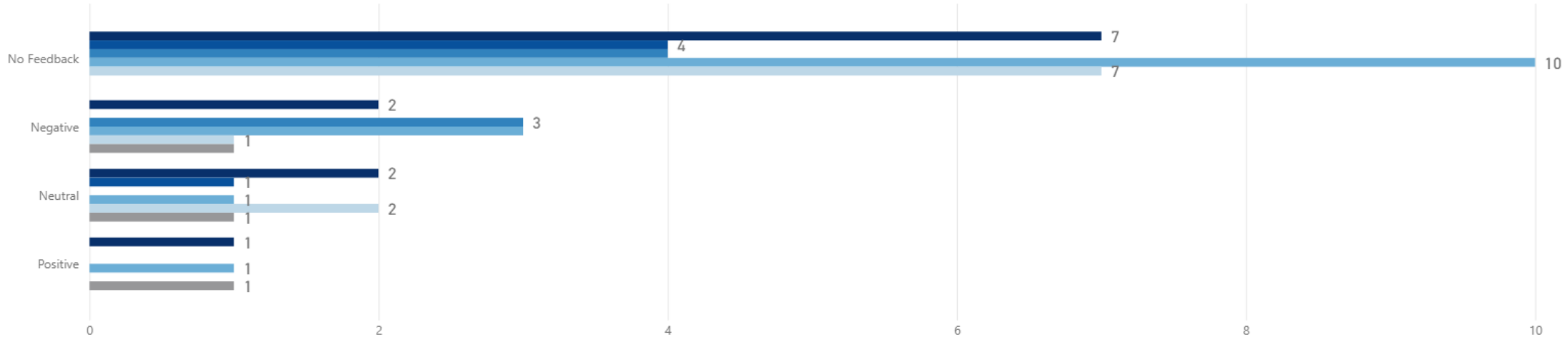
Beach Operation Assessment -

- Upgraded Signage - Completed
- Customer Service Table – First weekend

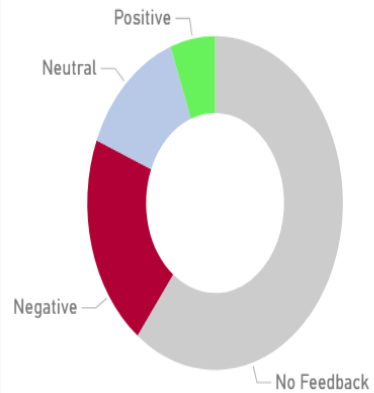


Surveys by Sentiments

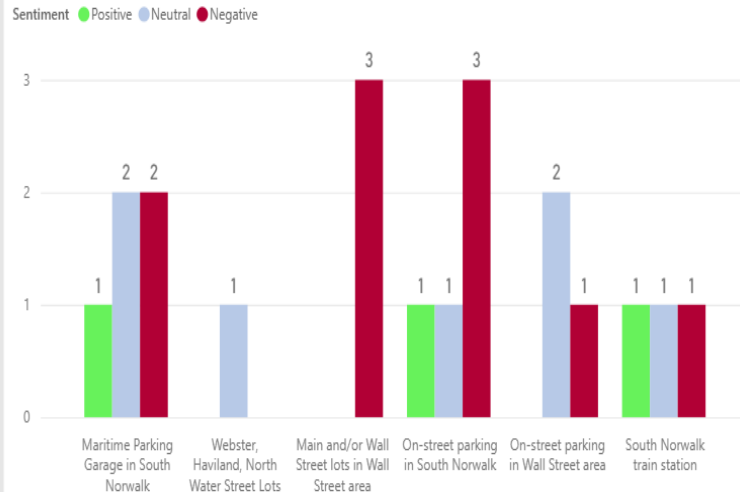
Which City of Norwalk parking location did you visit? ● Maritime Parking Garage in South Norwalk ● Webster, Haviland, North Water Street ... ● Main and/or Wall Street lots in Wall... ● On-street parking in South N... ● On-street parking in Wall Str... ● South Norwalk train station



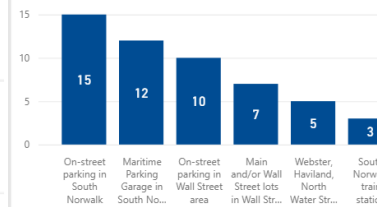
Sentiment Breakdown



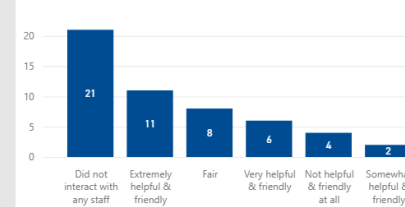
Number of Responses by Sentiment



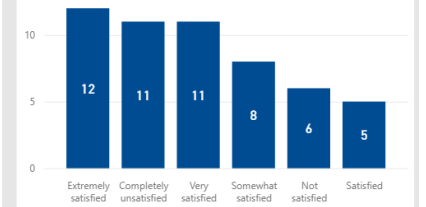
Which City of Norwalk parking location did you visit?



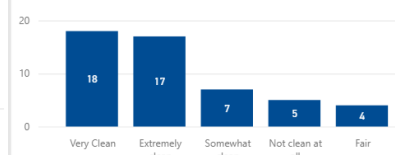
How attentive and courteous were the parking staff you interacted with?



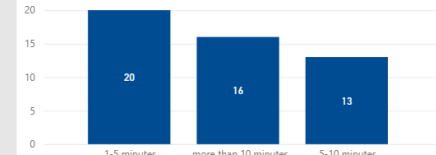
How was your experience using the payment methods?



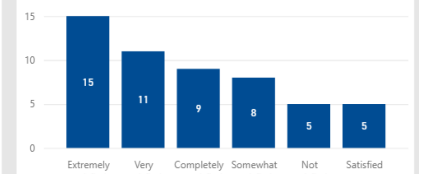
How would you rate the cleanliness and overall appearance of the facility and equipment you interacted with?



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



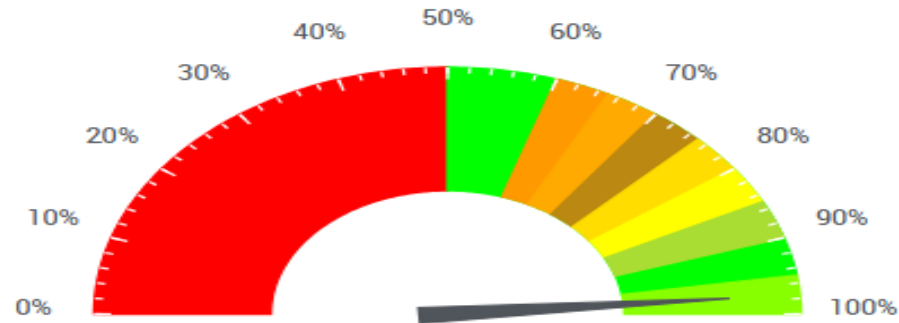
How satisfied were you with your overall experience?



LAZ Self-Park & Valet
M04310 - Norwalk Parking - MLK, 55 MLK Boulevard, Norwalk, CT, 06854
2026 - 04



SURVEY SCORE



97.5%

SECTION SUMMARY

		CURRENT	PREVIOUS	DIFF.
Appearance - Entry	83.3% 16.7%	83.3%	-	-
Risk Management - En	100.0%	100.0%	-	-
Personnel Assessment	100.0%	100.0%	-	-
Integrity - Entry	100.0%	100.0%	-	-
Appearance - Exit	100.0%	100.0%	-	-
Risk Management - Ex	100.0%	100.0%	-	-
Integrity- Exit	100.0%	100.0%	-	-
TOTAL	97.5% 2.5%	97.5%	-	-

■ SCORED ■ MISSING

CURRENT: 2026-04
PREVIOUS: PREVIOUS SURVEY (-)

MAINTENANCE

- Overhead Gate Replacement – Maritime Garage completed. .
- Spring Clean up – In progress.
- Facility Beautification – In progress.
- Yankee Doodle Garage Lighting upgrade - Completed.
- On-Street Sign Installation - Completed.

