



Wednesday, April 27, 2022

6:00 p.m.

By Zoom Virtual Video Conference and Tele Conference

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



Members of the public can call in and listen to a meeting. They will not be able to 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 email 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 James Travers jtravers@norwalkct.org to provide written public comment prior to the meeting.

AGENDA

- 1) Public Comment, limited to three minutes each speaker
- 2) Discussion and action related to minutes from the Parking Authority meeting Wednesday, March 23, 2022
- 3) Financial and Operating Report
- 4) Engineering and Project Report
 - a) Webster Lot Update – James Emery
 - b) South Norwalk Railroad – Vanessa Valadares
 - c) Calf Pasture Parking – James Emery
- 5) New Business
 - a) Wall Street Meetings – James Emery
 - i) 5/31/2022 – Parking Concerns
 - ii) 6/28/2022 – Yankee Doodle Garage Façade Enhancement
- 6) Old Business
 - a) Leasing Agent Contract – Discuss and Vote
 - b) Enforcement Review progress – James Emery
 - c) Areas to PBC only and signage – James Emery
 - d) Brim and Crown Parking Agreement – James Emery
- 7) Motion to Adjourn

Next Parking Authority meeting: Wednesday, May 25, 2022



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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 Jessica Vonashek at jvonashek@norwalkct.org to provide written comment prior to the meeting.

**PARKING AUTHORITY
REGULAR MEETING VIA ZOOM VIRTUAL VIDEOCONFERENCE
AND TELECONFERENCE
MARCH 23, 2022**

ATTENDANCE: Eric Rains, Chairman
Jud Aley
Tom Vetter

STAFF James Travers, Director, TMP
Garrett Bolella, Asst. Director, TMP
James Emery, Assistant Parking Director, TMP
Vanessa Valadares, Principal Engineer, DPW

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

CALL TO ORDER

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

1. PUBLIC COMMENT, LIMITED TO THREE MINUTES PER SPEAKER

There were no public comments this evening.

2. DISCUSSION AND ACTION RELATED TO MINUTES FROM THE PARKING AUTHORITY MEETING HELD ON WEDNESDAY, FEBRUARY 23, 2022.

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

3. FINANCIAL AND OPERATING REPORT

Mr. Manousos presented and said there is a new format for the operating report and took the large operating report and scaled it back as requested, but it is still a work in progress. He reported on the financial summary and said revenues are down slightly due to the transient revenue, but the revenues are still favorable to budget year to date. He said the expenses were a little higher for the month due to a few onetime expenses such as the cost of the audit that has been ongoing, the THA consulting fees and snow removal expenses, but year to date the expenses are favorable to budget which is reflected in the fund balance. Mr. Travers asked what the budget was for the month. Mr. Manousos said \$514,000. Mr. Travers asked if any upticks are being seen for people procuring permits. Mr. Manousos said they are still recovering but are still below pre-covid levels but are better than last year.

Mr. Manousos said a variance report will now be included as part of the report and will include variances that were at a magnitude of at least 20% and \$5,000 compared to budget. Mr. Vetter said he thinks the format is much better but if it is done monthly there will be spikes and valleys that are not so much reality. Mr. Emery said this is still a work in progress and if the Parking Authority has any questions or changes, they would like to see to email him and they will continue to work on those changes.

Mr. Manousos reported on the comparison to pre-covid levels on both the revenue and expense side and said things are slowly beginning to rebound. Mr. Rains asked why the current expenses are outpacing the expenses from February of last year. Mr. Emery said there are certain things in the winter months such as snow removal expenses which were higher this month as well as the audit and THA expenses and the expenses in January compared to pre-covid levels were much better. Mr. Rains requested that the previous month be included on the report. Mr. Travers said that he and Mr. Emery should have a conversation with the Maritime Aquarium to discuss their attendance.

Mr. Manousos reported on the tickets issued versus demand report. Mr. Rains said it seems that there are a lot of qualifiers that need to be added to the report. Mr. Aley said this is just one way of looking at ticketing and for him the important thing for this report is they can see trends over the years, and he finds the report valuable. Mr. Rains said he would feel better about the report if it were tightened up because we do not know what is not included. Mr. Manousos said if the tickets that were issued for nonpayment can be included in or footnoted, but it would not factor in people that park and do not pay but there maybe something that can be added to the report to put it into context.

Mr. Emery suggested brainstorming this further before the next Parking Authority meeting to come up with a report that still provides the information that the Parking Authority is looking for in and more accurate light. Mr. Travers suggested taking the report a step further and look at the tickets that are being issued and sort them by how they are being issued, and look at a way to address the violators and find an outreach method thorough the local business to remind their patrons to pay because he agrees with Mr. Aley and he would like to see the revenue come from the parking fee and not from the tickets and requested that Mr. Emery and Mr. Legesse look at what the type of tickets are being issued and begin to look at methodologies to address those because he thinks the merchants will appreciate us giving the information on how their customers cannot get ticketed, and could turn this negative into a positive by looking at ways to try and get people to pay. Mr. Manousos said he agrees but asked the Parking Authority to remember that we are just coming off a year with no ticketing due to covid and for a long time and had a curtesy card program that was in full effect so there non-compliance and that is in large part why we are seeing some of the increase in ticketing and shared a table on the parking ticket issuance in other communities and from a citation to space ratio Norwalk is on the low end.

Mr. Aley requested that a one-page summary of the courtesy card program be included on the report.

4. ENGINEERING AND PROJECT REPORT

Ms. Valadares reported and said due to weather improvements last week they brought back Cappasso to the site and mobilized yesterday and will begin the power washing again at the railroad station so the work should resume tomorrow and will have a progress report next month. Mr. Travers asked for a status update on the glass for the SONO Railroad Station. Ms. Valadares said the order has been placed but she does not yet have a delivery date.

5. NEW BUSINESS

a) Discuss and vote- Budget FY2023

Mr. Emery presented an overview of the budget and said not much has changed since it was presented last month and are in the position to have a good fund balance at the end of next fiscal year which will have to keep up on the maintenance on the facilities and especially the garages. Mr. Manousos said overall they have compared budget to budget and revenue is up and expenses are flat and the monthly and transient revenue are stable budget to budget but are still approximately at 87% compared to pre-covid levels and compared to the 2022 budget expect to see more activity in meter revenue and an increase in compliance compared to the previous budget and are looking at a healthy fund balance. Mr. Travers asked in the past if condition assessments have been paid out of the operating or capital funds. Mr. Manousos said they were always in the operating budget, but the repairs always came out of the capital budget. Mr. Travers asked if in this year's budget request if funds are being requested for a conditions assessment. Mr. Manousos said "yes" it is.

**** MR. ALEY MOVED TO APPROVE THE BUDGET.**

**** MR. VETTER SECONDED THE MOTION.**

**** THE MOTION PASSED UNANIMOUSLY.**

b) Discuss- 15-minute parking spaces

Mr. Emery said they currently have 15-minute parking spaces that are mostly used in the morning hours but in the later hours during peak restaurant times those spaces are not being used and are premium spots and staff is suggesting removing all of the 15-minute parking spaces and provide the option to select the 15-minute option and be able to collect the revenue in the later hours when all of the 15-minute parking spaces are empty. He explained that when someone goes to the paystation there would be two options to either select parking or select to pay for a parking voucher which would also give us the ability to control that by zones or areas etc. and he thinks it is an exciting option and is a special program and if it is done right can help every business and patron that comes to Norwalk. Mr. Travers said this would be offered in the paystation environment only and this needs to be looked at because to stay in the single space environment they will need to make a considerable investment to these meters because their communications technology will expire by the end of the year and will not be supported. He said staff would like to propose to expand the paystation model and with that will be able to provide the businesses with a real big value and can monitor it to see how it is working. Mr. Rains said the operating costs for the single space meters is substantial so he would be interested in pursuing the single meter versus paystations further with whatever materials back up the conversation and he supports the idea of every space being a 10–15-minute free parking space and communicating this to the consumer would be important and by having the paystation only there would be no transaction fee so would be the most inexpensive way to do it. Mr. Aley and Mr. Vetter also agreed that staff should pursue the option of paystations rather than single spaced meters. Mr. Travers said this can be an opportunity to begin to offer more parking offerings to businesses and there is no other municipality in Connecticut that is doing this. Mr. Aley asked if it is being done anywhere else in the United States. Mr. Travers said "yes" and that he would provide Mr. Aley with some of the data.

6. OLD BUSINESS

a) Areas to move to Pay by Cell only

Mr. Emery said the Parking Authority had voted to remove some of the single and double space meters in the areas that were not making any money and were losing revenue because of the monthly fees for the equipment, and he still thinks that's a great idea, but signage would be needed, and staff obtained pricing for the signage but is expensive we would loss the savings by doing that. He said Park Mobile is generous enough to provide free signage but that can be now because there are too many options to pay available so suggested consolidating some of the ways customers can pay for their transactions. Mr. Rains said this could be an opportunity to see what other configurations can look like. Mr. Travers said staff will present some options at the next meeting.

7. MOTION TO ADJOURN

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

The meeting adjourned at 7:30PM.

Respectfully submitted,

Dilene Byrd



**March
2022**

Operations Report

FINANCIAL SUMMARY

	Month (March)				YTD (July - March)					FISCAL YEAR		
	Actual	Budget	Var \$	Var %	Actual PY	Actual	Budget	Var \$	Var %	Actual PY	Forecast	Budget
REVENUES:												
Parking Revenue	498,013	506,382	(8,368)	-1.7%	362,282	4,580,424	4,353,840	226,584	5.2%	2,772,155	6,107,232	5,861,374
Other Revenue	3,279	9,753	(6,474)	-66.4%	3,460	52,537	87,774	(35,237)	-40.1%	32,143	70,049	117,032
Total System Revenue	501,292	516,135	(14,842)	-2.9%	365,742	4,632,961	4,441,614	191,347	4.3%	2,804,298	6,177,281	5,978,406
EXPENSES:												
Operations	285,648	348,398	(62,750)	-18.0%	290,174	2,807,684	2,964,797	(157,114)	-5.3%	2,506,136	3,743,578	3,911,143
City Support/Admin Svcs	61,617	63,010	(1,393)	-2.2%	74,656	535,315	567,088	(31,773)	-5.6%	554,608	713,753	756,117
Debt Service	96,635	96,635	0	0.0%	142,046	869,714	869,714	-	0.0%	703,234	1,159,618	1,159,618
Capital Reserve & Replacemen	11,250	11,250	0	0.0%	0	78,750	101,250	(22,500)	-22.2%	0	105,000	135,000
Total Expenses	455,149	519,292	(64,143)	-12.4%	506,876	4,291,462	4,502,849	(211,387)	-4.7%	3,763,978	5,721,949	5,961,879
Fund Balance	46,143	(3,158)	49,301	-1561.2%	(141,134)	341,499	(61,235)	402,733	-657.7%	(959,679)	455,332	16,527

Budget Summary

- Parking revenue is **1.7% under** budget for the month and **5.2% over** budget YTD.
- Total expenses are **12.4% under** budget for the month and **4.7% under** budget YTD.
- Transient revenue is **23.1% under** budget for the month and **11.9% under** budget YTD. Compared to the same period last year, YTD transient revenue is **108.8% over** last year.

Month and YTD Comparisons

- Total Revenue for the month is **up 6.2%** compared to last month (February) and is **up 37.1%** compared to March of last year. Compared to the same period last year, YTD revenue is **65.2% over** last year.
- Transient activity for the month is **up 19.4%** compared to last month (February) and is **up 33.2%** compared to March of last year. Transient activity YTD is **up 57.8%** compared to last year.
- Permit activity (number of permits sold) is **up 1.9%** compared to last month (February) and **up 10.6%** compared to March of last year. Permit activity YTD is **up 2.9%** compared to last year.
- Permit Revenue is **down 8.6%** compared to last month (February) and **up 13.5%** compared to March of last year. Permit revenue YTD is **up 14.2%** compared to last year.

Variance Report (Actual v. Budget)

The Variance Report identifies and explains variances that are at least 20% and \$5,000 compared to budget.

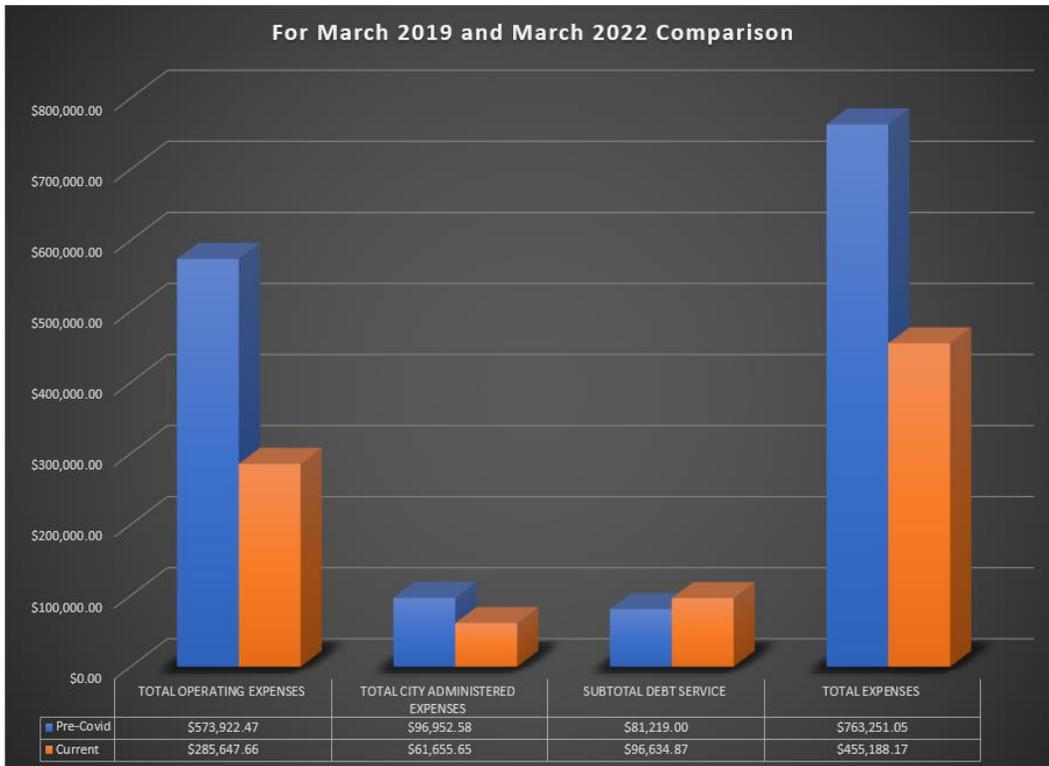
VARIANCE REPORT - Major Variances (+/- 20% and \$5,000)

Norwalk Parking Authority
For the Month Ending March 31, 2022

	ACTUAL	BUDGET	VAR.(\$)	VAR. (%)	COMMENTS
PARKING REVENUE					
Transient Parking	190,136.43	247,246.76	(57,110.33)	(23.10%)	Reduced activity coming mainly from railroad facilities
Meter Revenue	55,749.03	40,745.24	15,003.79	36.82%	Increased activity mainly weekends and nights
Parking Violation	96,918.86	50,146.56	46,772.30	93.27%	Consistent enforcement, reduced compliance, customer courtesy program back to normal
OPERATING EXPENSES					
Security Services	843.00	10,833.34	(9,990.34)	(92.22%)	Minimal expense for the month due to timing of invoice payments
Equipment Expense	0.00	8,333.33	(8,333.33)	(100.00%)	No expense for the month. Budget is straight-lined.
Building Repair & Maintenance	11,164.23	27,546.66	(16,382.43)	(59.47%)	Some work completed in prior months. YTD variance is over budget. Other work deferred until weather is more favorable.
Service Contract	17,777.01	10,416.66	7,360.35	70.66%	Timing of payments. Budget is straight-lined.
Snow Removal	40,763.49	58,500.00	(17,736.51)	(30.32%)	Milder winter; most payments for snow were paid in prior month.
Bank and Credit Card Fees	21,355.62	14,999.53	6,356.09	42.38%	Increased credit card usage for the month (4%)
Parking Program	0.00	8,333.33	(8,333.33)	(100.00%)	Delay in payment; March invoice will be paid in April.

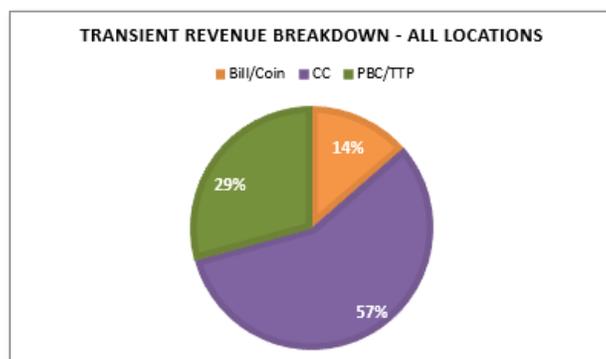
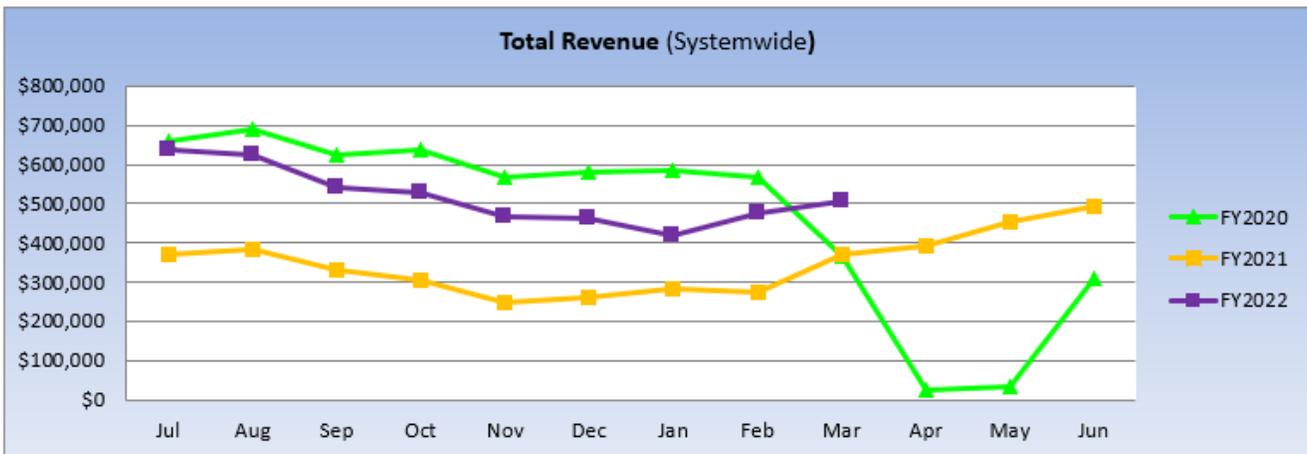
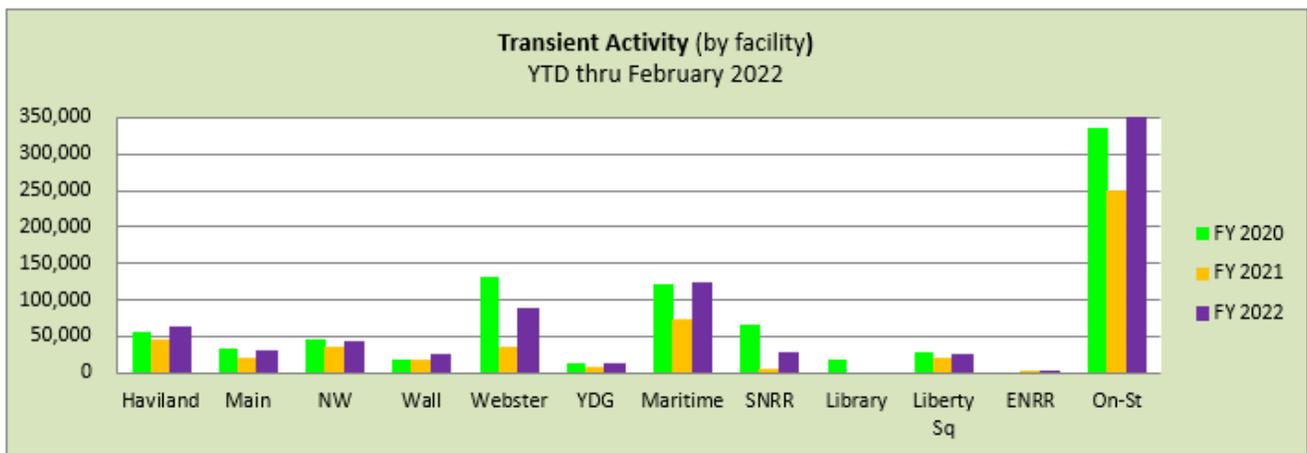
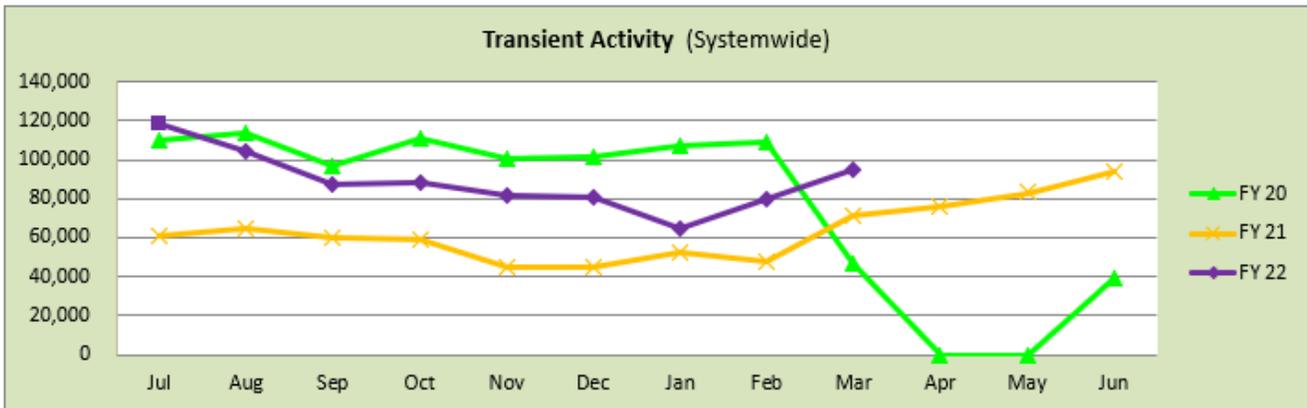
COVID Impact Analysis (Pre-Covid v. Current)

The following graphs illustrate the comparison between pre-COVID and current revenue and a Expense activity.



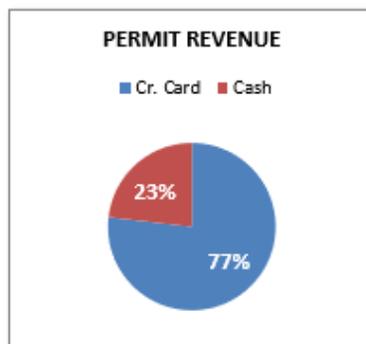
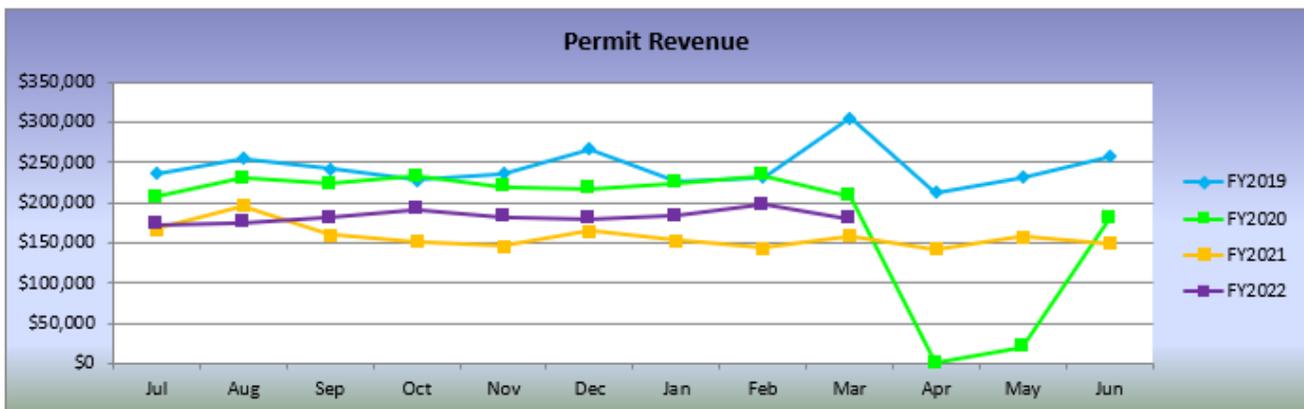
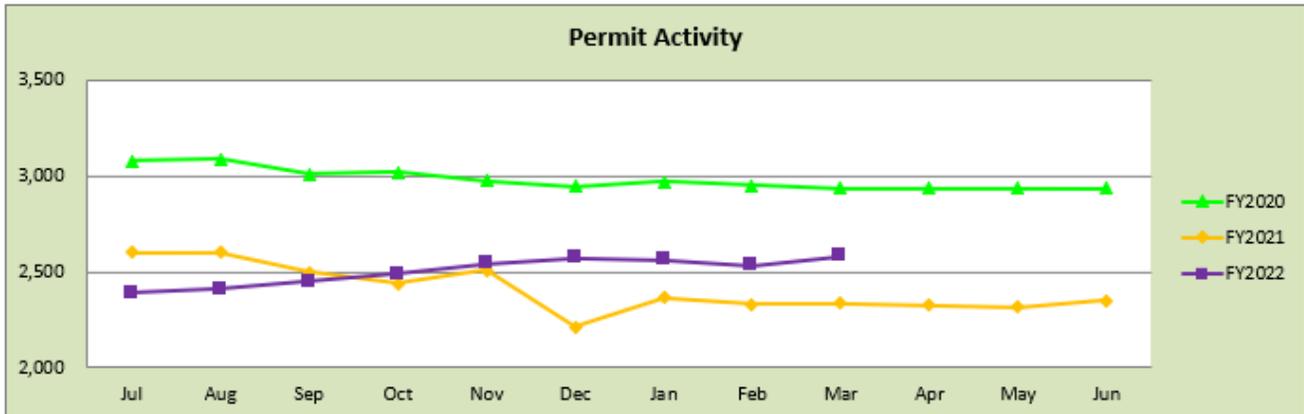
Systemwide Activity

- Overall, systemwide transient activity YTD at 83% of pre-COVID levels despite the temporary drop-off due to the Omicron variant.



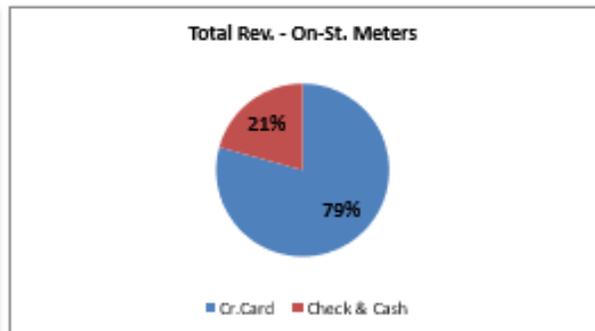
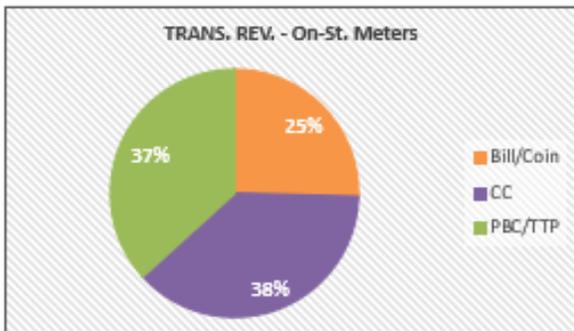
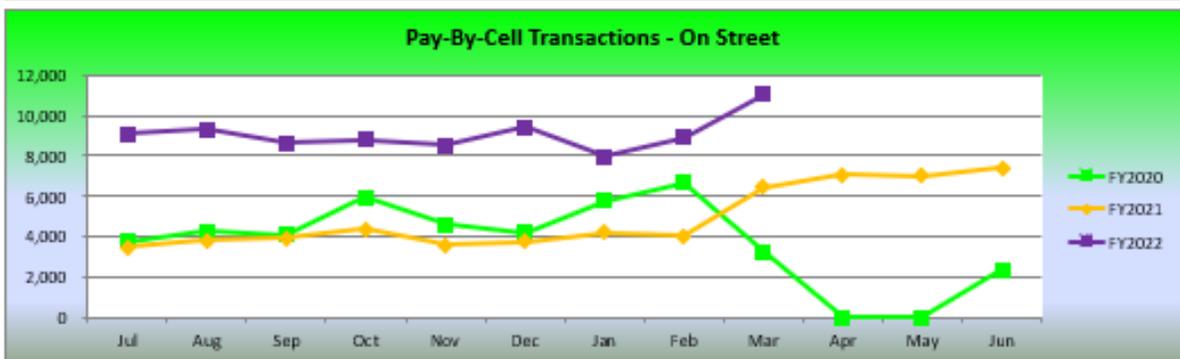
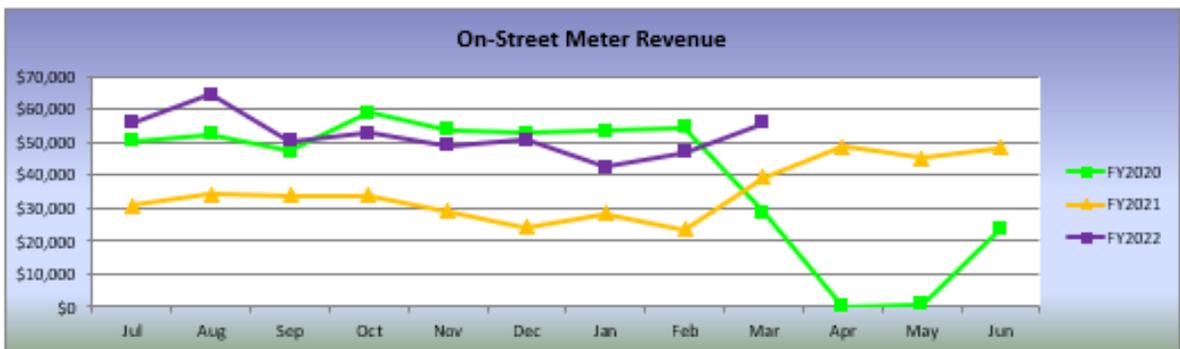
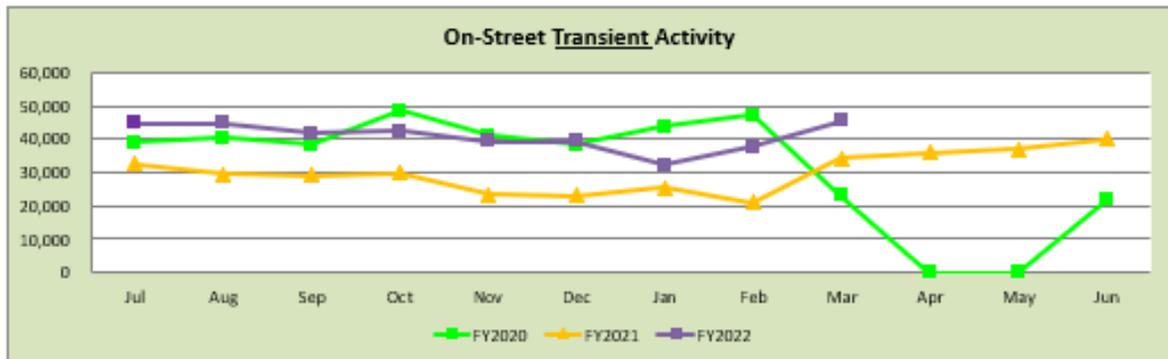
Permit Sales

- Compared to last month, March permits are **up 1.9%** and permit revenues are **down 8.6%**.
- Compared to last year, March permits are **up 10.6%** and permit revenues are **up 13.5%**.
- YTD compared to last year, permit activity is **up 2.9%** and revenue is **up 14.2%**.
- YTD permit revenue is **7.3% under** budget.
- **2,581** permits were sold systemwide. There are 3,591 spaces available for permits and 4,425 total spaces systemwide, including non-metered spaces.



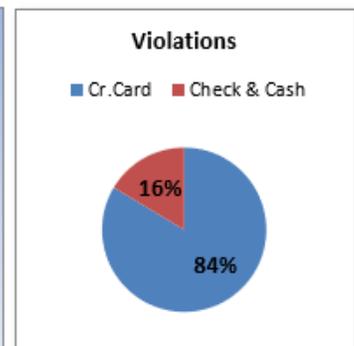
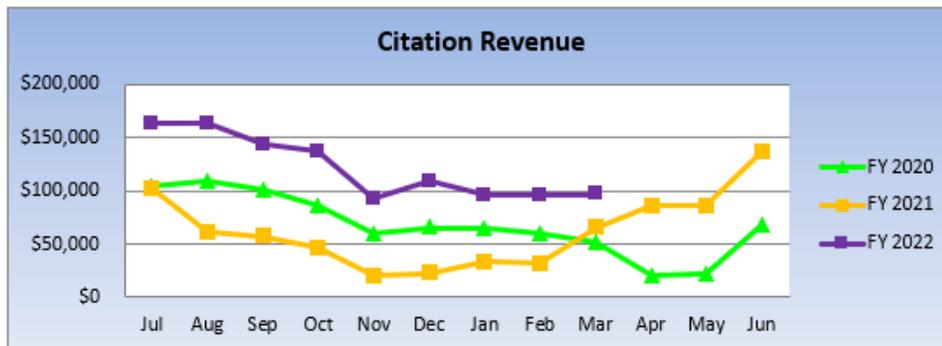
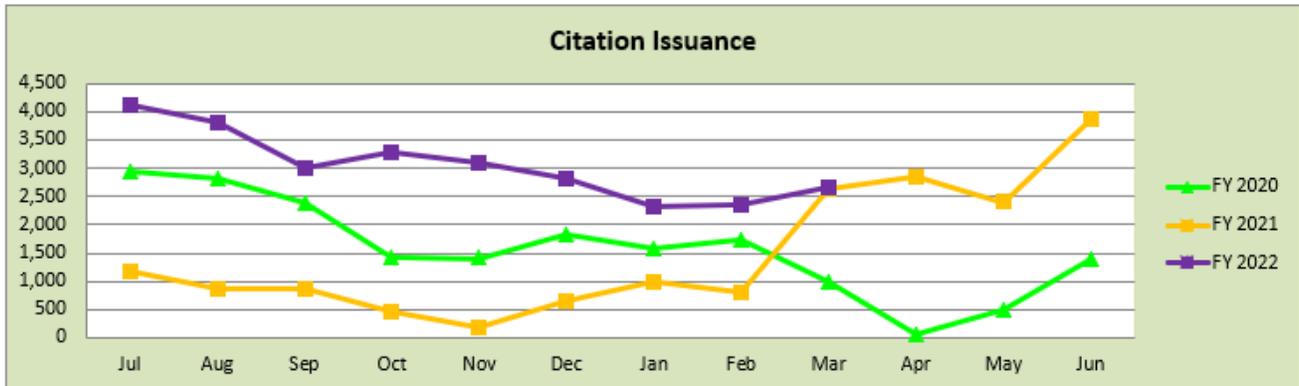
On-Street Parking

- YTD through March 2022, transient activity was **up 48.3%** and revenue was **up 69.0%** compared to last year.
- For the month of March, transient activity was **up 21.2%** compared to last month and **up 33.3%** compared to last March.
- Revenue was **up 18.8%** compared to last month and **up 41.4%** compared to last March.
- In SONO, the average PBC transaction was **\$2.26** or an Average Stay of **1.5** hours.
- In the Wall District, the average PBC transaction was **\$0.81** or an Average Stay of **1.6** hours.
- Average Transient Transaction = **\$1.25** or an Average Stay of **0.8** hours.



Parking Enforcement

- YTD through March 2021, ticket issuance was **up 218.1%** and citation revenue was **up 147.9%** compared to the same period last year.
- Compared to last month, ticket issuance was **up 13.4%** and citation revenue was **up 0.3%**.
- Citation revenue accounts for **23.3%** of system revenues YTD.



Parking Violations Collection Program

Fiscal Year	Delinquent \$ Collected
2013	\$131,458
2014	\$108,435
2015	\$84,233
2016	\$84,628
2017	\$152,412
2018	\$128,025
2019	\$103,032
2020	\$93,378
2021	\$71,346
2022	\$93,563

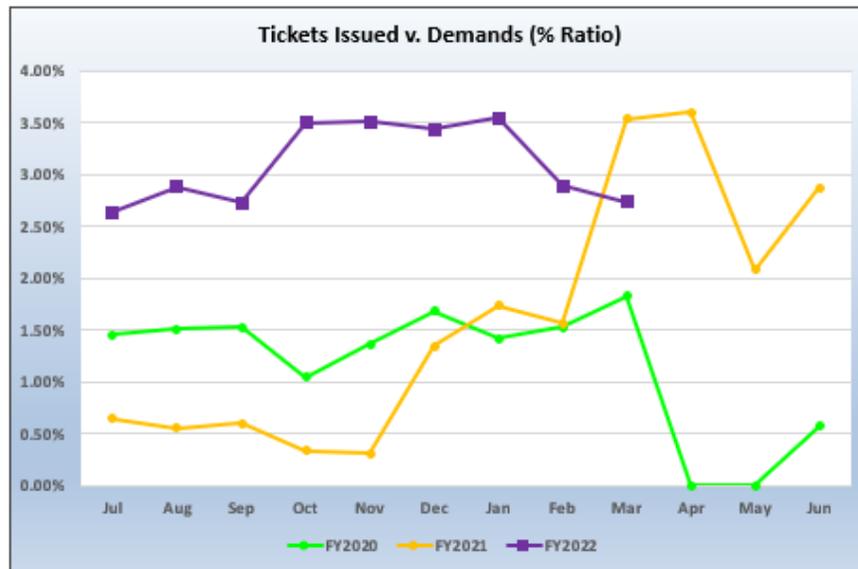
YTD thru March

Booting Activity

Month	Number of vehicles booted	Amount Paid
Jul-21	6	\$ 1,850.00
Aug-21	4	\$ 1,650.00
Sep-21	8	\$ 3,250.00
Oct-21	14	\$ 7,500.00
Nov-21	20	\$ 6,860.00
Dec-21	13	\$ 5,570.00
Jan-22	12	\$ 1,500.00
Feb-22	12	\$ 1,500.00
Total	89	\$ 29,680.00

Tickets Issued v. Demands Analysis

Analysis of the ratio of tickets issued compared to transient demands does not include citations issued at the beaches nor does it include violations issued by the Norwalk Police Department.



Tickets Issued (NOT including Beaches & Police issued tickets)

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTAL	AVG.
FY2019	1,574	1,843	1,461	1,569	1,515	1,594	1,294	1,072	1,491	1,468	1,131	1,505	17,517	1,460
FY2020	1,602	1,718	1,484	1,160	1,367	1,710	1,514	1,667	851	17	17	223	13,330	1,111
FY2021	397	362	360	201	136	601	916	752	2,529	2,745	1,728	2,689	13,416	1,118
FY2022	3,127	2,993	2,390	3,092	2,859	2,783	2,284	2,305	2,606				24,439	2,715

Transient Demands (NOT including Beaches)

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTAL	AVG.
FY2019	106,168	112,894	87,811	91,061	86,286	95,118	90,170	86,885	104,945	99,209	101,014	106,576	1,168,137	97,345
FY2020	110,327	113,742	96,762	110,459	100,233	101,475	106,779	108,995	46,453	0	0	39,154	934,379	77,865
FY2021	60,962	65,055	60,234	59,448	44,445	44,600	52,682	47,949	71,404	76,193	83,038	93,578	759,588	63,299
FY2022	118,674	103,859	87,480	88,359	81,427	80,829	64,339	79,672	95,094				799,733	88,859

Ratio (%) - Tickets v. Demands

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	AVG.
FY2019	1.48%	1.63%	1.66%	1.72%	1.76%	1.68%	1.44%	1.23%	1.42%	1.48%	1.12%	1.41%	1.51%
FY2020	1.45%	1.51%	1.53%	1.05%	1.36%	1.69%	1.42%	1.53%	1.83%	0.00%	0.00%	0.57%	1.22%
FY2021	0.65%	0.56%	0.60%	0.34%	0.31%	1.35%	1.74%	1.57%	3.54%	3.60%	2.08%	2.87%	1.48%
FY2022	2.63%	2.88%	2.73%	3.50%	3.51%	3.44%	3.55%	2.89%	2.74%				3.10%

Pay-By-Cell

- YTD through March, pay by cell activity was **up 96.5%** and revenue was **up 102.1%** compared to the same period last year.
- Compared to last month, March transactions were **up 28.6%** and revenue was **up 35.3%**.
- The average transaction is **up 5.1%** from **\$2.58** in February to **\$2.71** per transaction in March.

