



CITY OF NORWALK
PARKING AUTHORITY
REGULAR MEETING
May 23, 2018

ATTENDANCE: Richard Brescia, Chairman
Tom Vetter
Jud Aley

ABSENT: Mike Harden, Vice Chairman
Eric Rains

STAFF: Kathryn Hebert, Director Norwalk Parking Authority
Bruce Chimento, DPW Director
Dilene Byrd, Secretary

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

1. CALL TO ORDER

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

PUBLIC COMMENT

There was no public comment.

NEW BUSINESS

1. APPROVE THE MINUTES FROM THE PARKING AUTHORITY MEETING HELD ON MONDAY, APRIL 30, 2018.

On page 4, first sentence change “she has been’ to she and Mr. Brescia have been”

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

**** MR. ALEY SECONDED THE MOTION.**

**** THE MOTION PASSED UNANIMOUSLY.**

INFORMATION AND DISCUSSION

A. Customer Service and PEO Report

Mr. Legasse introduced Mr. Tesfazgi and said that he enforces both the SONO and Wall Street areas including West Avenue. He asked Mr. Tesfazgi what kind of customer suggestions and complaints that he receives. Mr. Tesfazgi said that one suggestion that he receives is to remove the no parking sign at the corner of Orchard Street and West Avenue and suggested installing 15 minute parking signs so that people can use the ATM at the bank that is on the corner. Ms. Hebert said that she will check with Mr. Yeosock to be sure there will be no safety issues. He also said that the owner of the variety store is asking why there are only meters on one side of West Avenue and suggested installing meters on the other side as well. Mr. Brescia asked Mr. Tesfazgi how the customer service training was and what his favorite part of the training was. Mr. Tesfazgi said that it went very well and his favorite part was the customer service role playing. Mr. Brescia asked if Mr. Hempstead had spoken with him at the training. Mr. Tesfazgi said “yes” and asked why there are no lights on the meters at night in the Waypoint area. Mr. Legasse said there is no light because they shut off at 6:00PM because it is free parking after 6:00PM. Mr. Legasse asked Mr. Tesfazgi how the customer courtesy card program is going. Mr. Tesfazgi said very well and that the customers love it and only a very few people have received tickets. Mr. Legasse asked Mr. Tesfazgi if any of the businesses have approached him appreciating the customer courtesy card program. Mr. Tesfazgi said “yes”. He said that the customers also love the Parkmobile App.

B. Chairman Report

Mr. Brescia said that at next meeting the elections will be held for Officers (Chairman, Vice Chairman and Secretary) and said that he is willing to stay on and anxious to finish the projects that we are working on but that if anyone else is interested in being nominated they should include their name.

C. Norwalk Now

Ms. Hebert provided an update on Norwalk Now and said things are going very well and we are finalizing all the paperwork for the non-profit 501c6 status and that should go out shortly and it might take a few months to get that back from the state. Mr. Sheehan suggested that the payment processing

for the Redevelopment Agency for sponsorship be done after the non-profit certification is complete. Ms. Hebert said that they continue to add more participants and that they have met with the second time with the Redevelopment Agency and have met with representatives from Waypointe and they are interested in joining... She the next event that will be having is called "Bikes and Brunch" and are partnering with Pedego for that. Mr. Brescia said that their target is to have 50 participants by the end of the year. He also said that he and Ms. Hebert have been spending a lot of time talking to the developer community and will continue to seek donations to solidify a financial base for Norwalk Now.

Mr. Aley arrived at 6:25PM.

D. Parking Capacity and Strategic Plan

Ms. Hebert said that she sent the assessor's data to Walker and they are in the process of filtering through that, and according to Mr. Kleppin Stantec should have the POCD citywide build out data soon and she will forward that to Walker so that they can start putting together a draft plan. Ms. Hebert anticipates that that the consultant will have a draft recommendation in the fall. The original schedule will need be updated as a result of the delay in getting the data. Mr. Brescia said that he and Ms. Hebert met with the Redevelopment Agency regarding the development on West Avenue and parking is an integral part of the issues as they go forward. There was discussion ensued regarding he zoning requirements for parking and Mr. Brescia asked Mr. Sheehan if he sees this as an issue for the Parking Authority in the future on the reduced requirement on the part of the developers. Mr. Sheehan said that there needs to be planning for a parking resource that is convenient. Mr. Brescia asked if it makes sense to bring back that the fee in lieu and said it would be less expensive than building more parking spaces on the developers. Mr. Sheehan said that there is a host of different ways to do it and there always should be a defined value of the land and that it should be paid back to the city upfront and if there is parking that is recreated in the development then the city should negotiate their payment for that public parking resource.

E. Parking Wayfinding Challenges Walk Bridge and Mall Project

Ms. Hebert said that staff is still putting together parking data for the Walk Bridge group related to their employee parking study, and there are ongoing meetings with GGP about their employee parking situation and also regarding collaborating when the project is complete. Mr. Sheehan asked if Waypointe has been approached regarding a possible option for parking. Ms. Hebert said "no" but that she will contact them.

F. Financial, Transient Activity and Operating Reports

Mr. Manousos reported on the financials and said that the revenue is favorable to budget which is driven by monthly and transient revenue offset by meter and violation revenue. He reported on the expenses and said compared to budget are favorable and are down approximately 3.9%. He reported on the transient activity and said that it is up year to date 3.6% compared to last year. He said at the location level the activity and revenue are following seasonal trends and that 78% of the system revenue has been generated by credit card payments. He said that the demands are up almost 47% for

the Pay by Cell and that revenue is up almost 26% compared to last year which is an increase of approximately 22,000 transactions and \$65,000. He reported on the customer courtesy program and said that they are still seeing positive results and that 690 courtesy cards were issued for the month and year to date thorough May 12th was 6365 courtesy cards were issued, and the meter time that was given was almost \$3,200 for the year, and the tickets that were issued after the courtesy cards expired was just under 500 and the dollar value of the tickets that were not issued was almost \$147,000. Mr. Aley asked if there is a goal or cap on the program. Mr. Manousos said that it has been fairly consistent and an average of 500-700 has been issued per month. Mr. Brescia said that the same process is being done that was started in July so we will soon have one full fiscal year to compare.

G. Business Intelligent Dashboard, Ambassador Road Assistant Program, Customer Service System

Mr. Manousos reported on the business intelligent dashboard and said that there have been issues with multiple software integrations and will have update in June and expect implementation by September. Ms. Hebert asked the status on the contract with Streetline. Mr. Manousos said that the contract has just been signed. Ms. Hebert asked if that data will be integrated into the business intelligent dashboard. Mr. Manousos said “yes”.

H. Capital Project Report

Ms. Hebert read Ms. Valadares’s report as follows:

The contractor has been working on the following:

Yankee Doodle Garage:

- Installing waterproof membrane on the 1st-2nd floor ramp.
- Installing waterproof membrane at two sections on the top level
- Installed Healer & Sealer on the top level

Maritime Garage:

- Replacing expansion joints near the staircases

Yankee Doodle Garage

The contractor is scheduled to begin work in the first week of June and the submittals have been submitted and reviewed. The waterproof membrane above the conference room will be finalized prior to the commencement of work.

Norwalk Library

The parking lot has been completed and is open to the public. The gates are scheduled to be delivered and installed in mid-June. Ms. Hebert said that the library staff will be trained on how to validate the library patrons.

Webster Lot

The work is complete and the grass area has been seeded and the pending plantings will be installed once available. The legal department is finalizing the easement.

IN-HOUSE PROJECTS**Revenue Control**

The contractor has begun installing the revenue control equipment. The schedule is as follows:

- Maritime Garage (5/7/18-5/25/18)
- SNRR Garage (5/23/18-6/11/18)
- Norwalk Public Library (6/12/18-6/19/18)

Liberty Square Parking Lot

The surveying and a parking layout has been finalized. Ms. Hebert said that there is a new updated design and were able to go from 54 parking spaces to 58 with the requires three handicapped parking spaces. Ms. Hebert said that she will be speaking with Mr. Hughes and requesting a few parking spaces at Veterans Park for overflow parking.

Walk Bridge

The contractor will be working on the tracking behind the Maritime Garage for the next few months. Ann Street will be closed to traffic starting June 13th for 56 days.

I. Ambassador/Enforcement uniforms

Mr. Manousos and Ms. Hebert presented the car wrap and ambassador uniforms. She said that the program will be implemented in August.

J. Other Business

Mr. Legesse presented the revenue control equipment that will be installed at the Maritime Garage and at the South Norwalk Railroad Station. He showed how the business validation program will work at the maritime garage and said that the installation began two weeks ago and are now in the final stage and will go live tomorrow with the new equipment. He said that businesses will be able to create an account, purchase validations and manage their customer/client base online. Mr. Brescia asked if the program is for all the garages and lots or just for the Maritime Garage. Mr. Legesse said just for the Maritime Garage. Ms. Hebert said that there will be a validation option on the new pay stations that are being installed and it will be tested at Liberty Square and will then put together a plan of replacing the current pay stations because not as many will be needed . Ms. Hebert said once the installation has been

completed that a promotion will need to be done with the business community and said that can be done through Norwalk Now.

Ms. Hebert reported on a meeting that Norwalk Now had with the participants and they are very happy and when she and Mr. Brescia had met with some of them there was a discussion regarding offering the membership to give to their customers discounts through Parkmobile and have worked out promo-codes with Parkmobile for the member businesses to give out to their customers and that was very well received. She said that the Parking Authority will have a page on the Norwalk Now website to promote the parkmobile pay by cell app and the promotion codes.

**K. Next Parking Authority Meeting: Wednesday, June 27, 2018, Maritime Garage,
Parking Authority Offices, 11 North Water Street, 6:00PM.**

ADJOURNMENT

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

The meeting adjourned at 7:25PM.