

# OPERATIONS REPORT REOPENING STATUS

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June 10, 2020

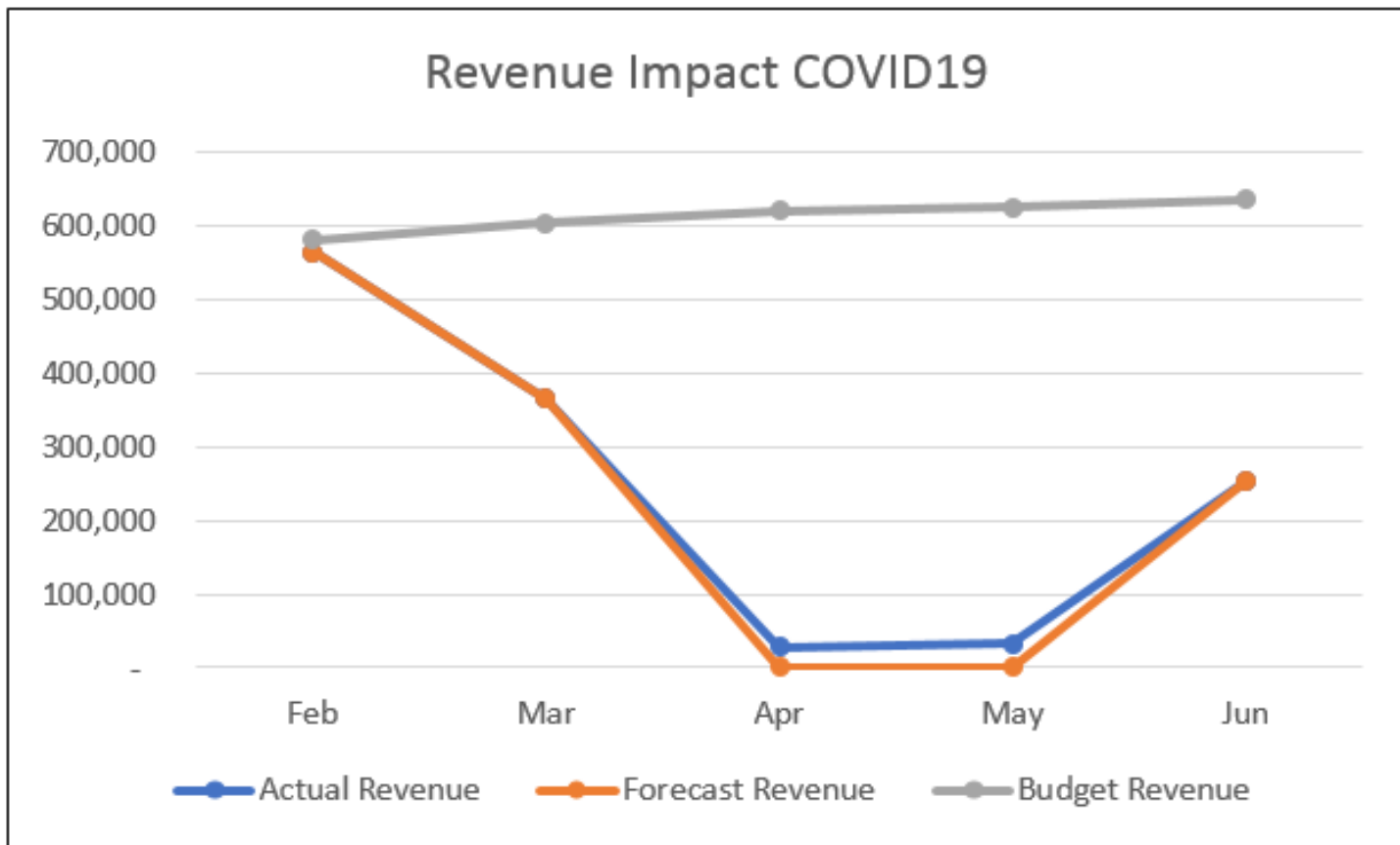
# MANAGED PARKING

- 11 Parking Facilities including 4,300 on- & off-street spaces
- Facility management important to providing access and space availability/turnover for business community and to support economic development
- Parking assets need to be maintained in safe & clean manner
- No burden on taxpayers
- Majority of use from non-residents
  - 71% daily parkers
  - 56% permit parkers
- Implementation of latest technologies & programs
  - Pay-by-cell
  - Text-to-park
  - Customer Courtesy Program
  - Flex parking
  - Validation Program
  - NPA took out 28 active on street parking spaces on Washington Street to accommodate outdoor dining expansion and curbside pick up and delivery

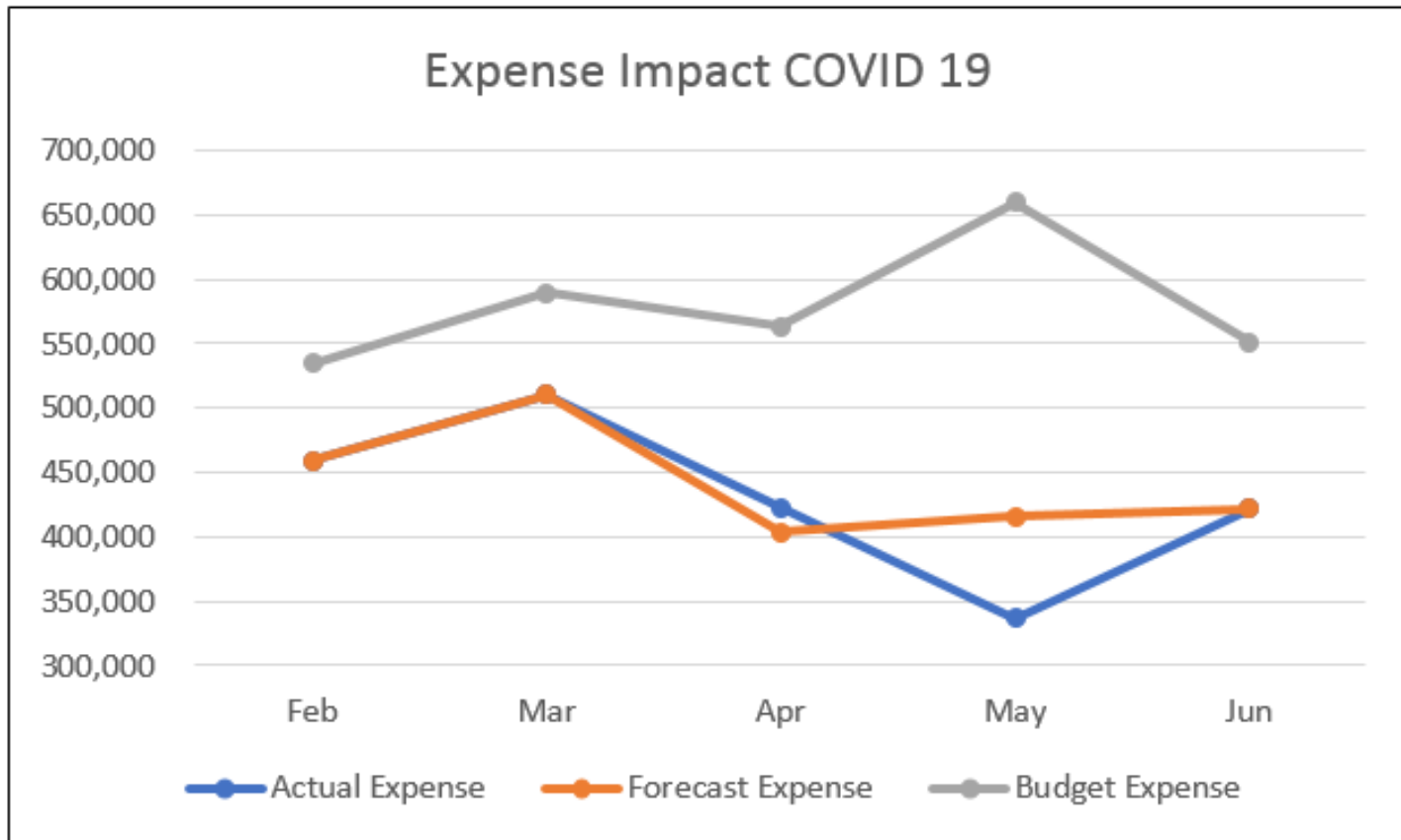
# BUDGET STATUS

	Feb Actual	Feb Budget	March Actual	March Budget	April Actual	April Proposed	April Budget	May Actual	May Proposed	May Budget	June Proposed	June Budget
<b>REVENUES:</b>												
Parking Revenue	557,516	572,682	361,052	595,598	20,711	-	612,462	32,394	-	616,932	249,032	627,655
Other Revenue	6,461	9,033	5,030	9,033	7,943	-	9,033	729	-	9,033	4,047	9,033
<b>Total System Revenue</b>	<b>563,977</b>	<b>581,715</b>	<b>366,082</b>	<b>604,631</b>	<b>28,654</b>	<b>0</b>	<b>621,495</b>	<b>33,123</b>	<b>0</b>	<b>625,966</b>	<b>253,079</b>	<b>636,688</b>
<b>EXPENSES:</b>												
Operations	312,312	363,045	365,777	417,222	265,316	247,211	390,901	203,549	258,811	487,815	265,550	379,052
City Support/Admin Svcs	58,455	84,036	67,725	84,036	80,616	79,755	84,036	56,467	79,755	84,036	79,755	84,036
Debt Service	76,833	76,833	76,833	76,833	76,833	76,833	76,833	76,833	76,833	76,833	76,833	76,833
Capital Reserve & Replacem	11,250	11,250	0	11,250	-	-	11,250	-	-	11,250	-	11,250
<b>Total Expenses</b>	<b>458,850</b>	<b>535,164</b>	<b>510,335</b>	<b>589,341</b>	<b>422,765</b>	<b>403,799</b>	<b>563,020</b>	<b>336,849</b>	<b>415,399</b>	<b>659,933</b>	<b>422,138</b>	<b>551,171</b>
<b>Fund Balance</b>	<b>105,127</b>	<b>46,550</b>	<b>(144,253)</b>	<b>15,290</b>	<b>(394,111)</b>	<b>(403,799)</b>	<b>58,475</b>	<b>(303,725)</b>	<b>(415,399)</b>	<b>(33,968)</b>	<b>(169,059)</b>	<b>85,517</b>

# BUDGET STATUS - Revenue



# BUDGET STATUS - Expenses



# TRANSIENT ACTIVITY

Activity level compared to June 2019 (Data thru June 7 <sup>th</sup> )			
<u>Location</u>	<u>2019</u>	<u>2020</u>	<u>Current activity level</u>
On-Street	9008	3974	44%
SNRR Garage	1101	31	3%
SNRR Lot	860	25	3%
Maritime Garage	2534	86	3%
Haviland Deck	1437	509	35%
YDG	769	86	11%
Webster Lot	4107	476	12%
North Water Lot	1527	551	36%
Wall Lot	359	299	83%
Main Lot	858	181	21%
ENRR Lots	61	6	10%
Liberty Square Lot	897	185	21%
<b>Total</b>	<b>24085</b>	<b>6559</b>	<b>27%</b>

# PERMIT ACTIVITY

<b>June Permit Activity Compared to 2019</b>			
<b>Locations</b>	<b>2019</b>	<b>2020</b>	<b>Current Activity</b>
East Norwalk Railroad Station Lots	219	189	86%
Haviland Lower Deck	403	399	99%
Liberty Square Lot	40	38	95%
Main Lot	71	68	96%
Maritime Garage	584	513	88%
South Norwalk Train Station	757	733	97%
Wall Lot	65	63	97%
Webster Lot	719	632	88%
Yankee Doodle Garage	325	299	92%
<b>Grand Total</b>	<b>3183</b>	<b>2934</b>	<b>92%</b>

# ENFORCEMENT & CUSTOMER COURTESY PROGRAM

Enforcement – in June (thru June 7<sup>th</sup>) no tickets have been issued other than for life safety violations  
Time Limit Violations in June at direction of NPD

<b>Enforcement Activity</b>		
<b>Type of Violation</b>	<b>2019 # tickets</b>	<b>2020 # tickets</b>
Time Limit Violation	31	4
Expired Meter	321	0
Wrong Side of Street	1	0
Occupying more than one space	3	1
On Sidewalk	0	1
No Parking Zone	14	2
Fire Lane	2	0
Without a valid permit	18	0
Commercial Vehicle	1	0
Daily ENRR	20	0
<b>Total</b>	<b>411</b>	<b>8</b>

Customer Courtesy Program – no courtesy cards have been issued since mid-March  
no tickets have been issued other than for life safety violations



# OPERATIONS, PROMOTION & MARKETING

## Courtesy Card Update

### Front

#### Welcome Back Norwalk!

*We noticed that your meter was expired. Please accept the additional **20 minutes** we added to your meter on us! Have a great day & Stay Safe!*

*Nos dimos Cuenta de que su medidor estaba expirado. Por favor acepte los 20 minutos adicionales que anadimos a su medidor en nosotros! Que tengas un buen dia!*



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Parking Ambassador

### Back

#### Pay for parking using your cell phone. Its easy!

Text your parking zone number to 53242 from your phone to pay for parking.

Or

Download the Parkmobile app on your smartphone:

[www.Parkmobile.com](http://www.Parkmobile.com)

Or scan the QR code shown here ....



#### Questions, Comments, Concerns?

[www.norwalkpark.org](http://www.norwalkpark.org)

call us at 203-831-9063

email us at [norwalkgeneralcomment@lazparking.com](mailto:norwalkgeneralcomment@lazparking.com)

# OPERATIONS, PROMOTION & MARKETING

## Operations

- Meter bags and signs to be removed for June 1<sup>st</sup>
- Continue cleaning & disinfecting customer touch points on an hourly basis

## Touchless Parking Options

- **Parkmobile:**
  - \$2.00 Free for all subscribers (one-time promotion)
    - Existing subscribers will receive code via email directly from Parkmobile
    - New subscribers can receive discount through NorwalkNow website
  - Parkmobile discount on transaction fee
- **Text-To-Park** – new option for customers who do not want to download another app or are infrequent users
- Promote **online** parking at Maritime Garage and South Norwalk Garage.

# OPERATIONS, PROMOTION & MARKETING

## **Flex Parking**

- Add more 15-min curbside pick-up/drop-off spaces in heavy demand areas
- Washington St. – convert north side spaces to free 15-minute curbside pick-up & delivery
- Add on-street spaces where possible
- Add Pay-By-Cell on Elizabeth St. when Washington St. changes are implemented

## **Public Relations & Marketing**

- Develop consistent messaging on benefits of managed parking

## **Signage**

- Updated signage when Text-To-Park is implemented
- “3 Ways To Pay”