Systemwide Parking Activity – January 2020

- Parking revenue is **3.8% under** budget for the month and **1.8% over** budget YTD.
- Total expenses are **6.7% under** budget for the month and **4.2% under** budget YTD.
- Transient revenue is **2.1% under** budget for the month and **5.7% over** budget YTD.
- Total Revenue for the month is **up 0.8%** compared to last month (December) and is **up 1.4%** compared to January of last year.
- Transient activity for the month is **down 6.1%** compared to last month (December) and is **up 3.0%** compared to January of last year following seasonal trends.
- Permit activity (number of permits sold) is **up 0.9%** compared to last month (December) and **down 5.8%** compared to January of last year.
- Permit Revenue is **up 3.6%** compared to last month (December) and **down 1.2%** compared to January of last year.
- **79%** of total revenue collected was through credit card payments.
Permit Sales

- Compared to last month, January permits are **up 0.9%** and permit revenues are **up 3.6%**.
- Compared to January of last year, permits are **down 5.8%** and permit revenues are **down 1.2%**.
- Permit revenue is **8.3% under** budget year-to-date.
- **75%** of permit revenue was through credit card payments.
- **2,944** permits were sold systemwide. There are 3,591 spaces available for permits and 4,425 total spaces systemwide, including non-metered spaces.
Maritime Garage

- Year-to-date through January 2020, transient activity was down 2.3% and total facility revenue was down 6.6% compared to last year.
- Transient activity in the month of January was up 13.7% compared to last month. Compared to last January, transient activity this month was down 7.2%.
- Revenue was up 7.7% compared to last month and down 22.2% compared to last January.
- 60% of revenue collected was through credit card payments.
- There were 514 monthly permits sold out of 755 available spaces.
- Average Transient Ticket Value = $3.74 or an Average Stay of 1.9 hours.
Webster Lot

- Year-to-date through January 2020, transient activity was down 2.1% and revenue was unchanged compared to last year.
- For the month of January, transient activity was down 10.6% compared to last month and up 1.7% compared to last January.
- Revenue was down 4.9% compared to last month and up 6.4% compared to last January.
- 84% of revenue collected was through credit card payments.
- There were 610 monthly permits sold out of 600 available spaces and a waitlist of 16 customers.
- In January, the average PBC transaction was $2.80 or an Average Stay of 2.8 hours.
- Average Transient Price = $2.81 or an Average Stay of 2.8 hours.
Haviland Deck

- Year-to-date through January 2020, transient activity was **up 27.4%** and revenue was **up 3.9%** compared to last year.
- For the month of January, transient activity was **down 1.6%** compared to last month and **up 12.1%** compared to last January due to structural repairs shutting down 127 spaces.
- Revenue was **down 1.0%** compared to last month and **down 1.4%** compared to last January.
- **83%** of revenue collected was through credit card payments.
- There were **407** monthly permits sold out of 279 available spaces and a waitlist of **76** customers.
- In January, the average PBC transaction was **$3.56** or an Average Stay of **2.4** hours.
- Average Transient Price = **$3.76** or an Average Stay of **2.5** hours.
**North Water Street**

- Year-to-date through January 2020, transient activity was **down 4.6%** and revenue was **down 6.3%** compared to last year.
- For the month of January, transient activity was **down 1.8%** compared to last month and **down 0.4%** compared to last January.
- Revenue was **down 4.9%** compared to last month and **down 3.4%** compared to last January.
- 85% of revenue collected was through credit card payments.
- This is a transient lot only. No monthly permits are sold.
- Activity at this lot correlates in part to activity at the Maritime Aquarium during the day and restaurant/bar activity at night and weekends.
- In January, the average PBC transaction was **$2.78** or an Average Stay of **1.9** hours.
- Average Transient Price = **$3.08** or an Average Stay of **2.1** hours.
South Norwalk Railroad Station

- Year-to-date through January 2020, transient activity was up 2.4% and revenue was up 3.2% compared to last year.
- For the month of January, transient activity was down 4.7% compared to last month and up 1.9% compared to last January.
- Revenue was down 2.8% compared to last month and up 3.2% compared to last January.
- 96% of revenue collected was through credit card payments.
- There were 769 monthly permits sold out of 936 available spaces and a waitlist of 436 customers.
- In January, the average PBC transaction was $13.13 or an Average Stay of 1.1 days.
- Average Transient Price = $13.09 or an Average Stay of 1.1 days.
East Norwalk Train Station

- Revenue year-to-date through January 2020 is down 17.3% compared to the same period last year.
- Revenue was down 5.6% compared to last month and down 17.3% compared to last January due to the temporary loss of spaces during the Spinnaker construction project mobilization.
- 97% of revenue collected was through credit card payments.
- There were 213 monthly permits sold out of 151 available spaces and a waitlist of 114 customers. There are 26 permit parkers in the “old” temporary lot. In the new eastbound temporary lot, we accept daily parkers only via pay-by-cell.
- In January, the average PBC transaction was $9.07 or an Average Stay of 1.1 days.
Yankee Doodle Garage

- Year-to-date through January 2020, transient activity was down 17.8% and revenue was down 11.8% compared to last year.
- For the month of January, transient activity was down 19.8% compared to last month and down 0.2% compared to last January.
- Revenue was up 106.8% compared to last month and up 79.0% compared to last January due to the increase in rate for vehicle storage.
- 25% of revenue collected was through credit card payments.
- There were 299 monthly permits sold out of 410 available spaces.
- In January, the average PBC transaction was $1.29 or an Average Stay of 2.6 hours.
- Average Transient Price = $1.27 or an Average Stay of 2.5 hours.
Wall Street Lot

- Year-to-date through January 2020, transient activity was **up 61.7%** and revenue was **up 17.9%** compared to last year.
- For the month of January, transient activity was **up 1.4%** compared to last month and **up 129.4%** compared to last January.
- Revenue was **down 1.3%** compared to last month and **up 29.3%** compared to last January.
- 60% of revenue collected was through credit card payments.
- There were 65 monthly permits sold out of 93 available spaces.
- In January, the average PBC transaction was $1.11 or an Average Stay of 2.2 hours.
- Average Transient Price = $0.58 or an Average Stay of 1.2 hours. There is a $1.00 flat rate after 6:00pm.
Main Street Lot

- Year-to-date through January 2020, transient activity was **down 1.5%** and revenue was **up 17.4%** compared to last year.
- For the month of January, transient activity was **up 9.0%** compared to last month and **up 56.9%** compared to last January.
- Revenue was **down 10.5%** compared to last month and **up 18.7%** compared to last January.
- **70%** of revenue collected was through credit card payments.
- There were **57** monthly permits sold out of 93 available spaces.
- In January, the average PBC transaction was **$1.11** or an Average Stay of **2.2** hours.
- Average Transient Price = **$1.17** or an Average Stay of **2.3** hours. There is a **$1.00** flat rate after 6:00pm.
Library Lot

- The Library Lot opened in July 2018.
- Year-to-date through January 2020, transient activity was up 23.4% and revenue was up 40.5% compared to last year.
- For the month of January, transient activity was up 58.6% compared to last month and up 15.5% compared to last January.
- Revenue was up 34.4% compared to last month and up 63.1% compared to last January.
- 100% of revenue collected was through credit card payments.
- There is no PBC activity in this lot. It is currently operated with a gated access control system.
Liberty Square Lot

- The Liberty Square Lot opened in January 2019.
- For the month of January, transient activity was down 4.2% compared to last month.
- For the month of January, revenue was down 7.6% compared to last month.
- In January, the average PBC transaction was $1.01 or an Average Stay of 2.0 hours.
- Average Transient Price = $0.92 or an Average Stay of 1.8 hours.
On-Street Parking

- Year-to-date through January 2020, transient activity was up 14.4% and revenue was up 13.3% compared to last year.
- For the month of January, transient activity was up 13.5% compared to last month and up 28.4% compared to last January.
- Revenue was up 1.2% compared to last month and up 12.1% compared to last January.
- 69% of revenue collected was through credit card payments.
- In SONO, the average PBC transaction was $2.56 or an Average Stay of 1.7 hours.
- In the Wall District, the average PBC transaction was $0.87 or an Average Stay of 1.7 hours.
Parking Enforcement

- Year-to-date through January 2020, ticket issuance was up 19.7% and citation revenue was up 25.8% compared to the same period last year due to the addition of summer beach enforcement. If you factor out beach enforcement and enforcement of Oyster Shell Park, ticket issuance is down 6.8% compared to the same period last year.
- Compared to last month, January ticket issuance was down 14.7% and citation revenue was down 0.1%.
- Citation revenue accounts for 13.2% of system revenues YTD.
- 74% of citation revenue was through credit card payments.
- The customer courtesy program allows enforcement staff to add time to expired meters as a courtesy to customers who parked on-street. In January, 1,120 courtesy notices were issued over 21 days and $560.00 in complimentary meter time was added to expired meters. 100 violations were issued after the courtesy time expired. If the Courtesy Notices were citations, the value would have been $25,500 in fines.

![Citation Issuance Graph]

![Citation Revenue Graph]

Parking Violations Collection Program

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Delinquent $ Collected</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>$131,458</td>
</tr>
<tr>
<td>2014</td>
<td>$108,435</td>
</tr>
<tr>
<td>2015</td>
<td>$84,233</td>
</tr>
<tr>
<td>2016</td>
<td>$84,628</td>
</tr>
<tr>
<td>2017</td>
<td>$152,412</td>
</tr>
<tr>
<td>2018</td>
<td>$128,025</td>
</tr>
<tr>
<td>2019</td>
<td>$103,032</td>
</tr>
<tr>
<td>2020</td>
<td>$56,406</td>
</tr>
</tbody>
</table>

YTD thru Jan.
Special Activities

Current & Pending Projects

- **Customer Courtesy Program** – the program has been successful on all accounts and has been receiving many compliments from the general public in emails and social media posts.

<table>
<thead>
<tr>
<th>Summary of courtesy tickets for January 2020</th>
<th>Jan-20</th>
<th>YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of courtesy card program dates</td>
<td>21</td>
<td>129</td>
</tr>
<tr>
<td>Total number of courtesy tickets given</td>
<td>1120</td>
<td>6153</td>
</tr>
<tr>
<td>$ Value of Additional Meter Time</td>
<td>$560</td>
<td>$3,066.50</td>
</tr>
<tr>
<td># Violations after Courtesy Time Expired</td>
<td>100</td>
<td>496</td>
</tr>
<tr>
<td>$ value of courtesy tickets</td>
<td>$25,500</td>
<td>$140,925</td>
</tr>
</tbody>
</table>

- **Business Intelligence (BI)** – through LAZ's Business Intelligence department, we have been working on consolidating the NPA’s parking system data into a data analytics tool to assist in making informed business decisions by being able to review real-time and historical data through one powerful database system. The BI dashboard is active, and a few equipment integrations remain which we will add to the reports as they are completed.

- **Ambassador/Roadside Assistance Program** – the ambassador/roadside assistance program is designed to bring services to customers on the street and in NPA locations using vehicle and personal transport vehicles throughout the parking system. Services include flat tire assistance, battery jump service, gas refill service, bicycle assistance and wayfinding assistance.

- **Wall Street Area Validation Program** – multi-space meters were installed, and a merchant validation program will be rolled out in February. The Park, Shop & Dine program will allow participating businesses to validate customer parking using tokens or a Parkmobile validation either through individual or commercial digital application accounts. The validation program(s) empower business owners to decide how, when and how much they would like to validate or offer their customers.
**Customer Service**

We have been using a configured customer service software system to help us receive, catalogue and respond to customer service issues, equipment problems, and maintenance requests more efficiently. Features include automatic ticket creation from an email, tracking customer service calls and other communication, creating work orders, detailed reporting and online interaction with the public via mobile application.

Reports such an excerpt below identifies a description of the issue reported, time to acknowledge, and how long it took to close the issue.

<table>
<thead>
<tr>
<th>Status</th>
<th>Summary</th>
<th>Address</th>
<th>Description</th>
<th>Minutes to ack</th>
<th>Minutes to close</th>
<th>Agent name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Archived</td>
<td>Damage SignPost</td>
<td>14 Main St Norwalk, CT 06851, USA</td>
<td>Someone hit the pole and swing sign.</td>
<td>29</td>
<td>440</td>
<td></td>
</tr>
<tr>
<td>Archived</td>
<td>Other</td>
<td>1 Belden Avenue Norwalk, CT</td>
<td>credit card not working at library person said they tried 3 different cards. I also went step by step with her on the phone and it still didn't work.</td>
<td>11</td>
<td>51 Jacqueline Ayala</td>
<td></td>
</tr>
<tr>
<td>Archived</td>
<td>Other</td>
<td>42 Wall Street Norwalk, CT 06850, USA</td>
<td>Work performed by vendor</td>
<td>645</td>
<td>770</td>
<td></td>
</tr>
<tr>
<td>Archived</td>
<td>Other</td>
<td>1 Belden Avenue Norwalk, CT</td>
<td>caller wanted to know what should he do because he forgot to get his ticket validated and the machine had taken his ticket, so I said press cancel to get your ticket and he did that</td>
<td>9</td>
<td>Annie Lomba</td>
<td></td>
</tr>
<tr>
<td>Archived</td>
<td>Other</td>
<td>1 Burnell Blvd Norwalk 06850, United States</td>
<td>Internet and phone is down at the Yankee Doodle office!</td>
<td>1</td>
<td>4460</td>
<td></td>
</tr>
<tr>
<td>Archived</td>
<td>Other</td>
<td>11 North Water Street Norwalk, CT</td>
<td>The sink in the ladies bathroom at the Maritime G is not draining. Simon put drain in there but it still not draining</td>
<td>4</td>
<td>5866 Annie Lomba</td>
<td></td>
</tr>
</tbody>
</table>
Pay-By-Cell

- Compared to last month, January transactions were **up 11.4%** and revenue was **up 7.1%**.
- The average transaction is **down 3.8%** from last month to **$3.51** per transaction.
- Year-to-date through January, pay by cell activity was **up 41.8%** and revenue was **up 24.4%** compared to the same period last year.
Adjudication Statistics

<table>
<thead>
<tr>
<th>SUMMARY</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tickets Issued</td>
<td>2,933</td>
<td>2,816</td>
<td>2,369</td>
<td>1,431</td>
<td>1,407</td>
<td>1,835</td>
<td>1,565</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>14,356</td>
</tr>
<tr>
<td>Appeals</td>
<td>725</td>
<td>712</td>
<td>589</td>
<td>308</td>
<td>246</td>
<td>273</td>
<td>219</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3,067</td>
</tr>
<tr>
<td>Hearings</td>
<td>20</td>
<td>23</td>
<td>22</td>
<td>21</td>
<td>21</td>
<td>0</td>
<td>21</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>128</td>
</tr>
<tr>
<td>Denied</td>
<td>211</td>
<td>197</td>
<td>202</td>
<td>83</td>
<td>103</td>
<td>77</td>
<td>79</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>952</td>
</tr>
<tr>
<td>Reduced</td>
<td>8</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>5</td>
<td>0</td>
<td>8</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>29</td>
</tr>
<tr>
<td>Dismissed</td>
<td>526</td>
<td>536</td>
<td>407</td>
<td>237</td>
<td>159</td>
<td>196</td>
<td>133</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>2,214</td>
</tr>
</tbody>
</table>

**DISMISSAL RATES**

| Appeals          | Denied | 199 | 192 | 195 | 78 | 96 | 77 | 71 | 908 |      |      |      |       |
| Dismissed        | 526    | 520 | 394 | 225 | 150 | 196 | 148 |   |     |      |      |      | 2,159 |

| Hearings         | Denied - attended | 11  | 0   | 0   | 0  | 0  | 0  | 0  | 11  |      |      |      |       |
| Denied - No Show | 1      | 5   | 7   | 5   | 7  | 0  | 8  |   | 33  |      |      |      |       |
| Reduced          | 8      | 2   | 2   | 4   | 5  | 0  | 8  |   | 29  |      |      |      |       |
| Dismissed        | 0      | 16  | 13  | 12  | 9  | 0  | 5  |   | 55  |      |      |      |       |

Annual Adjudication Summary

![Adjudication Trends Chart]

Equipment Operability Report

<table>
<thead>
<tr>
<th>On-Street Meters (SONO)</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>June</th>
</tr>
</thead>
<tbody>
<tr>
<td>Card Up Time %</td>
<td>100.00</td>
<td>99.99</td>
<td>100.00</td>
<td>99.98</td>
<td>99.99</td>
<td>100.00</td>
<td>100.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>