



March
2021

Operations Report

The Many Faces of Norwalk Parking

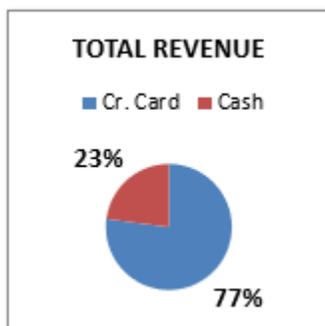
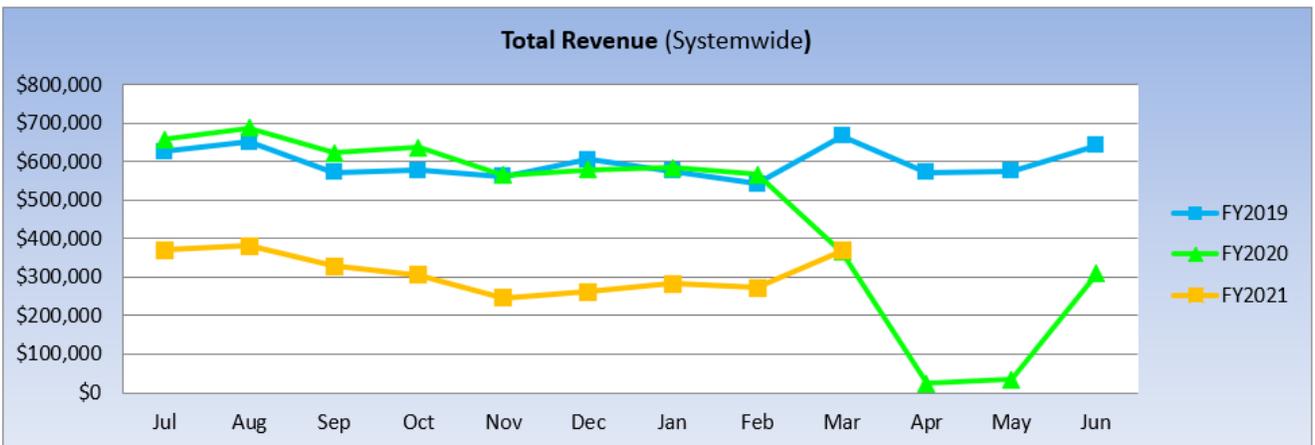
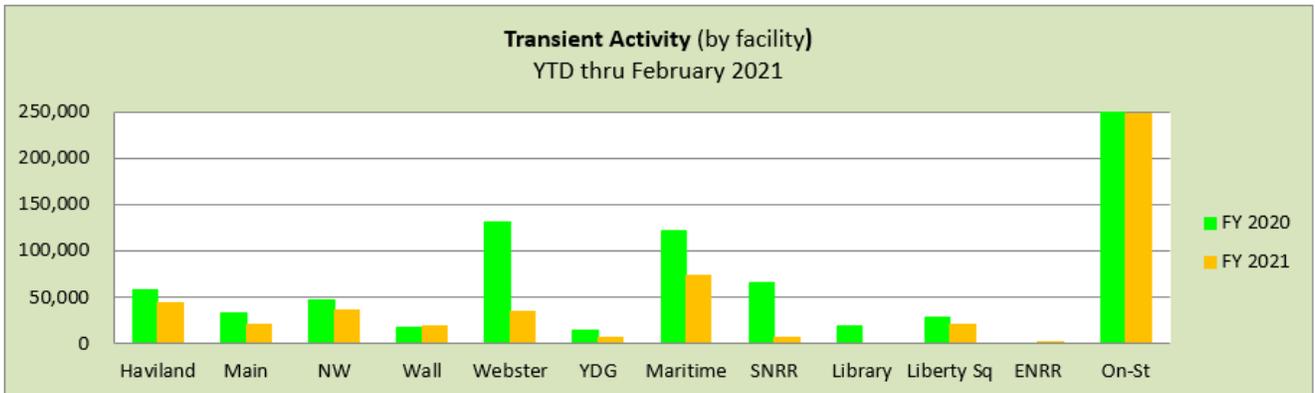
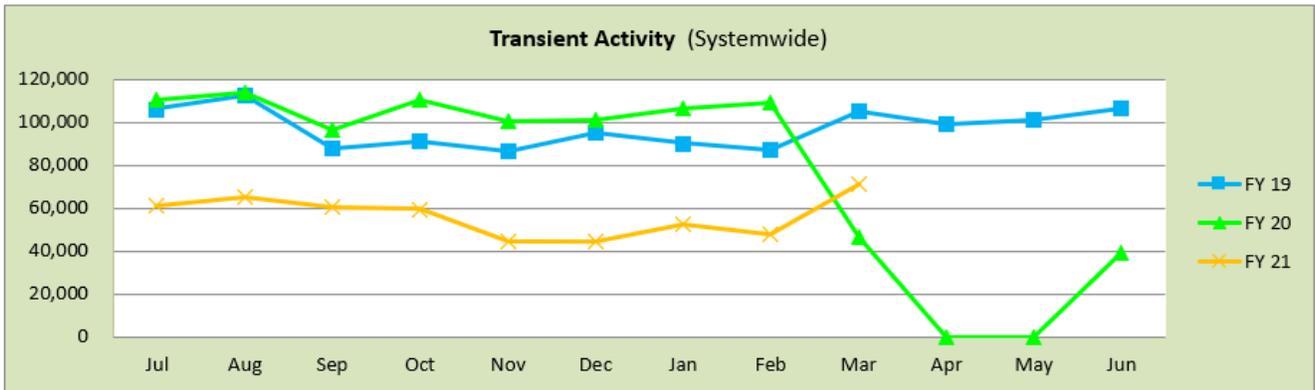




EXECUTIVE SUMMARY

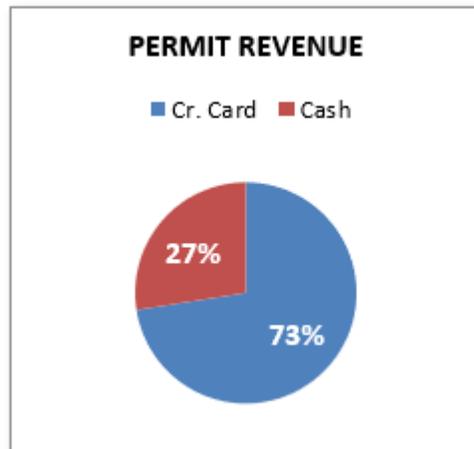
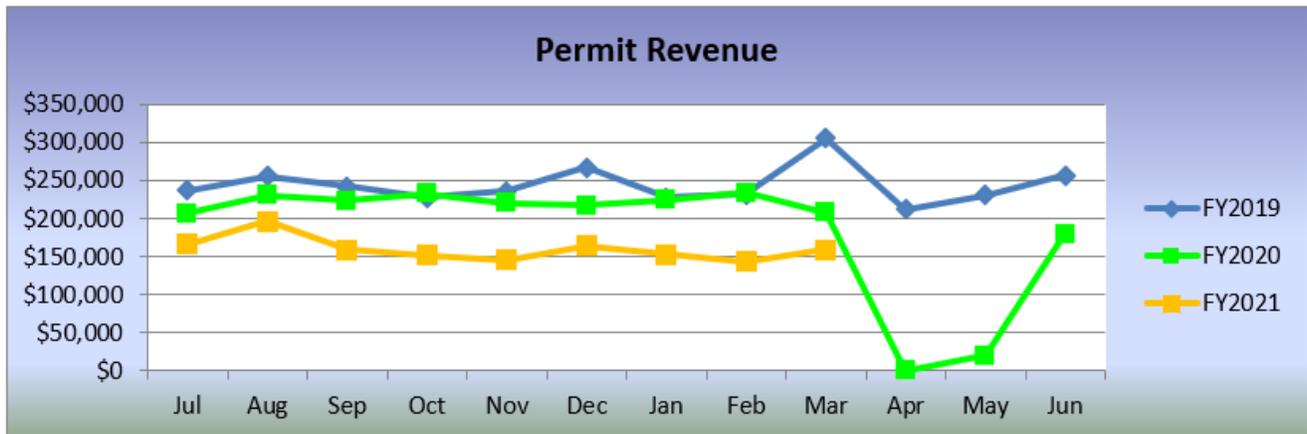
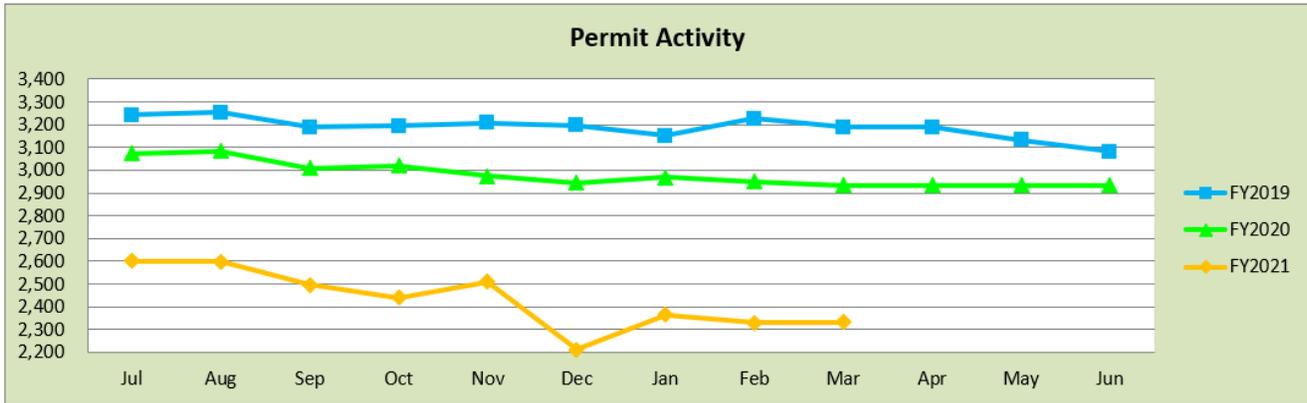
Systemwide Parking Activity – March 2021

- **COVID Report** – note that system activity has been significantly impacted since mid-March 2020 due to the spread of COVID and government shutdowns and COVID regulations. Declines in activity and revenue began the last two weeks of March as government shutdowns and increased regulations were put in place. Data since the end of FY2020 reflects:
 - Transient activity significantly down compared to pre-COVID period
 - Given COVID restrictions and shutdowns over the last 12 months, demands & revenue have stabilized following seasonal trends, albeit lower than last year
 - Expansion of the Customer Courtesy Program and back to “normal” program recently
 - Reduced staffing levels
 - Reduced and/or deferred operating expenses
 - Operational changes included cleaning and disinfecting customer touch points (door hardware, handrails, elevator call buttons, parking equipment touch screens, etc.) will continue for the foreseeable future
 - Parking rates went back into effect in June, and data reflects a slower recovery at some locations compared to other locations, especially at the rail line facilities
- Parking revenue is **39.9% under** budget for the month and **48.5% under** budget YTD.
- Total expenses are **16.1% under** budget for the month and **29.4% under** budget YTD.
- Transient revenue is **55.7% under** budget for the month and **67.9% under** budget YTD.
- Total Revenue for the month is **up 34.9%** compared to last month (February) and is **up 0.59%** compared to March of last year.
- Transient activity for the month is **up 48.9%** compared to last month (February) and is **up 53.7%** compared to March of last year. Transient activity YTD is **down 43.4%** compared to last year.
- Permit activity (number of permits sold) is **up 0.1%** compared to last month (February) and **down 20.5%** compared to March of last year. Permit activity YTD is **down 18.8%** compared to last year.
- Permit Revenue is **up 10.8%** compared to last month (February) and **down 23.7%** compared to March of last year. Permit revenue YTD is **down 27.9%** compared to last year.
- **77%** of total revenue collected was through credit card payments.



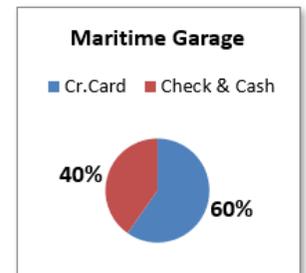
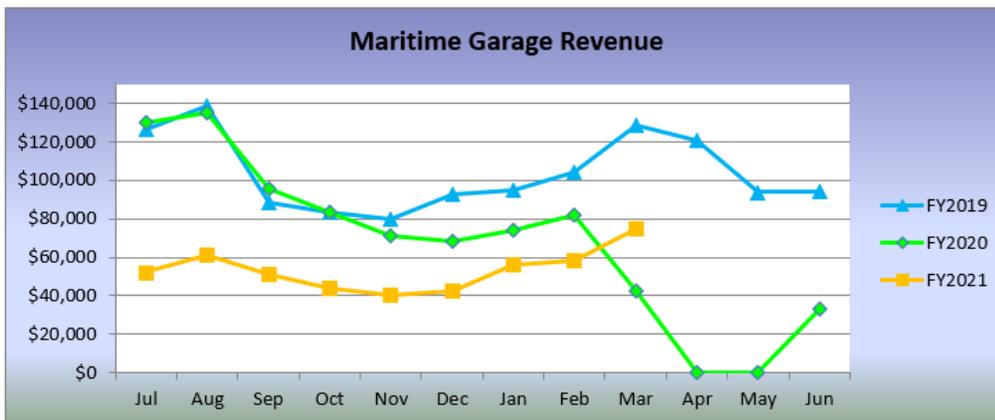
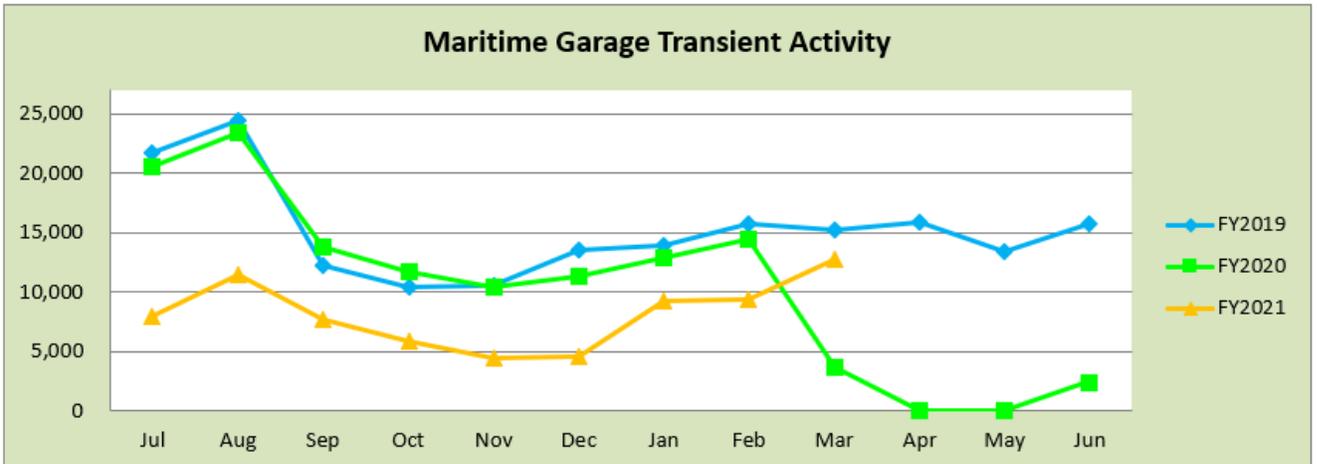
Permit Sales

- Compared to last month, March permits are **up 0.1%** and permit revenues are **up 10.8%**.
- Compared to March of last year, permits are **down 20.5%** and permit revenues are **down 23.7%**.
- YTD compared to last year, permit activity is **down 18.8%** and revenue is **down 27.9%**.
- YTD permit revenue is **33.9% under** budget.
- **73%** of permit revenue was through credit card payments.
- **2,333** permits were sold systemwide. There are 3,591 spaces available for permits and 4,425 total spaces systemwide, including non-metered spaces.



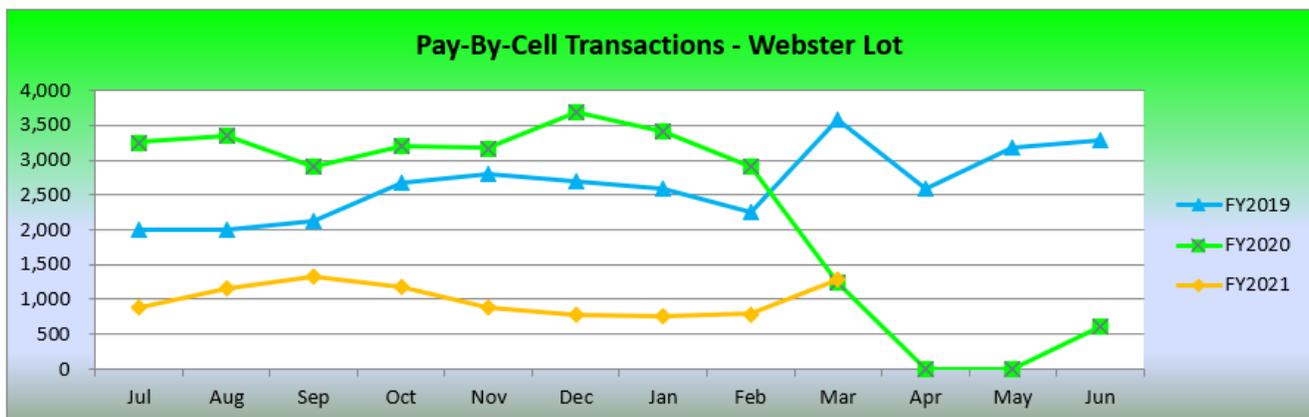
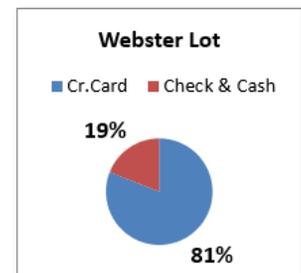
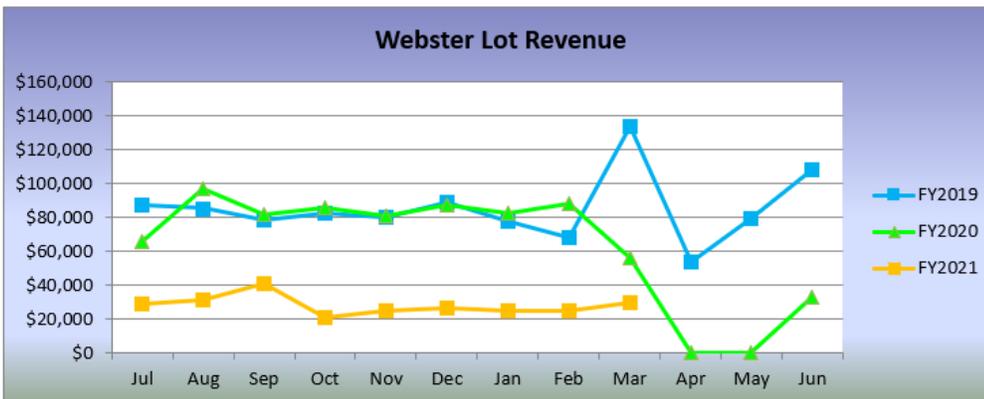
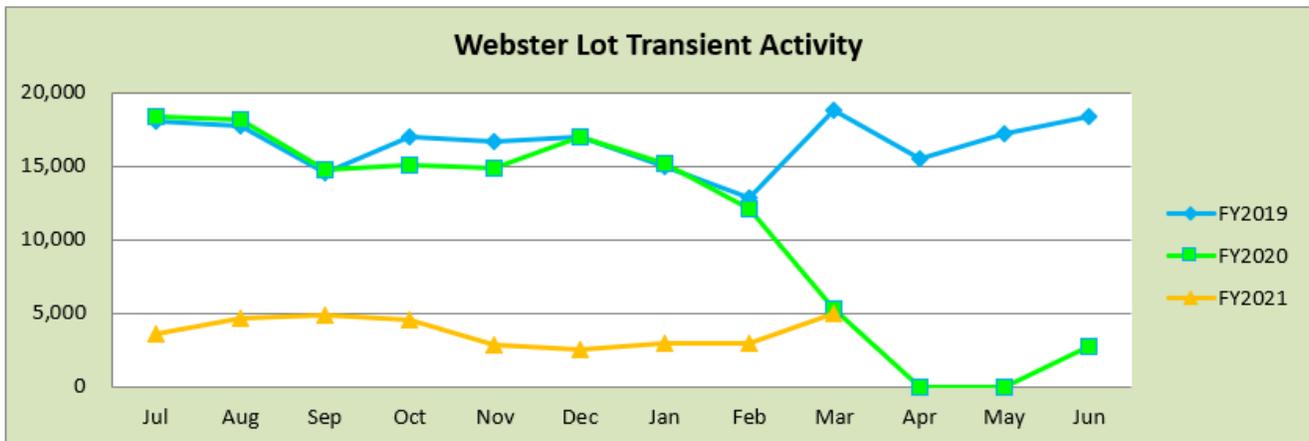
Maritime Garage

- YTD through March 2021, transient activity was **down 40.3%** and total facility revenue was **down 38.5%** compared to last year.
- For the month of March, transient activity was **up 35.5%** compared to last month and **up 251.6%** compared to last March.
- Revenue was **up 28.7 %** compared to last month and **up 75.5%** compared to last March.
- **60%** of revenue collected was through credit card payments.
- There were **494** monthly permits sold out of 755 available spaces.
- Average Transient Transaction = **\$3.89** or an Average Stay of 1.9 hours.



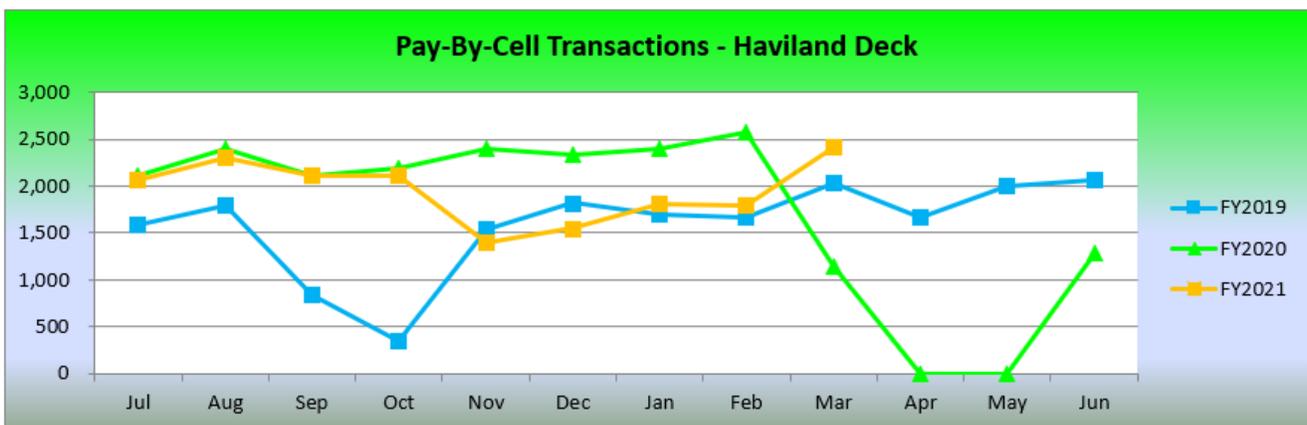
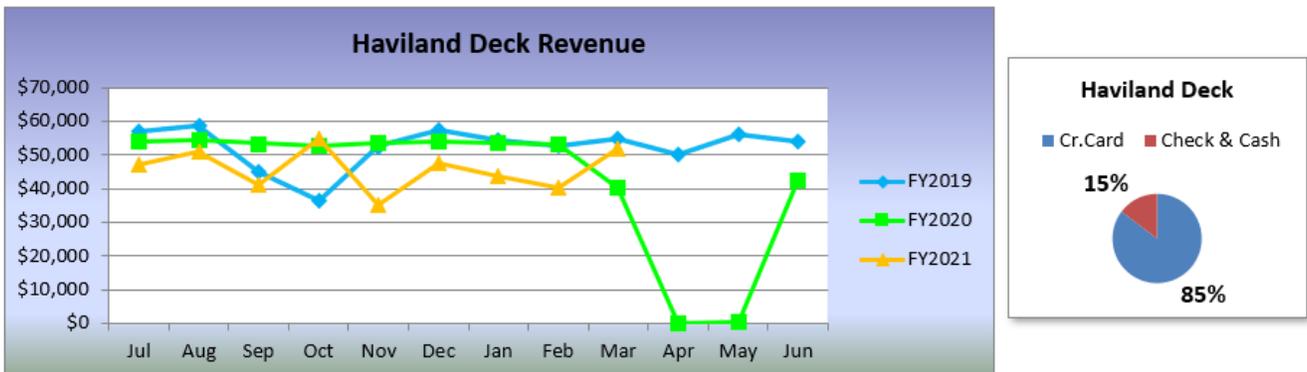
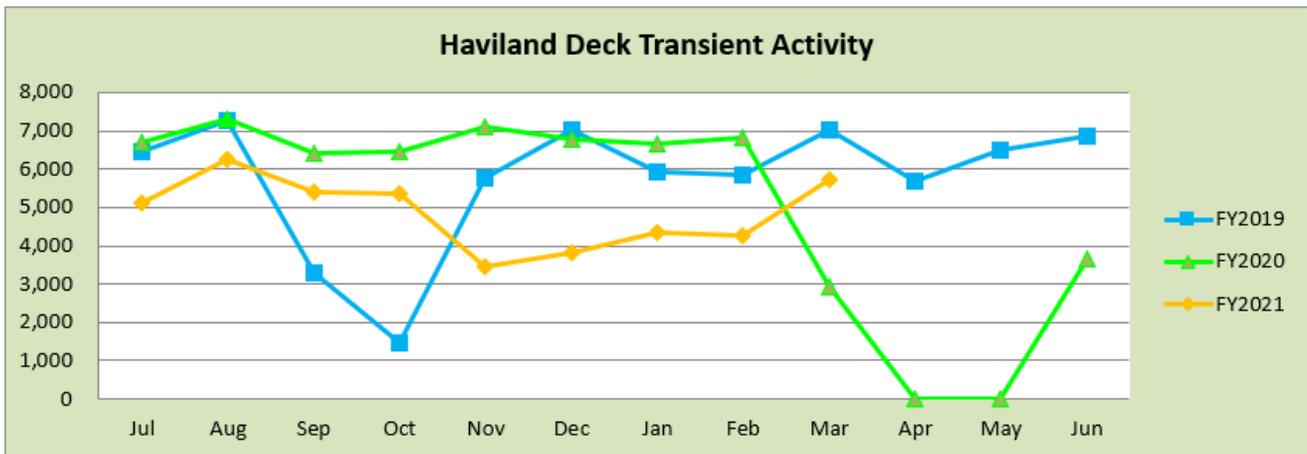
Webster Lot

- Year-to-date through March 2021, transient activity was **down 74.0%** and revenue was **down 65.1%** compared to last year.
- For the month of March, transient activity was **up 68.0%** compared to last month and **down 5.7%** compared to last March.
- Revenue was **up 20.5%** compared to last month and **down 47.0%** compared to last March.
- **81%** of revenue collected was through credit card payments.
- There were **430** monthly permits sold out of 600 available spaces.
- In March, the average PBC transaction was **\$2.83** or an Average Stay of **2.8** hours.
- Average Transient Transaction = **\$2.53** or an Average Stay of **2.5** hours.



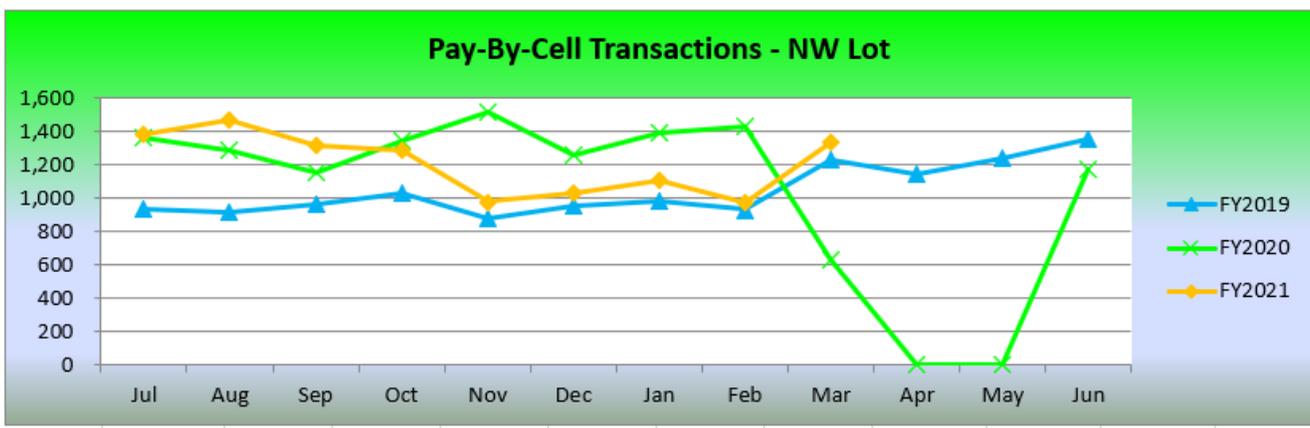
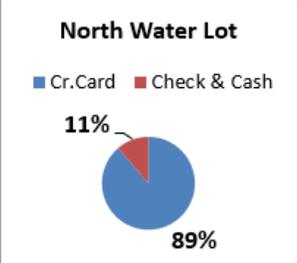
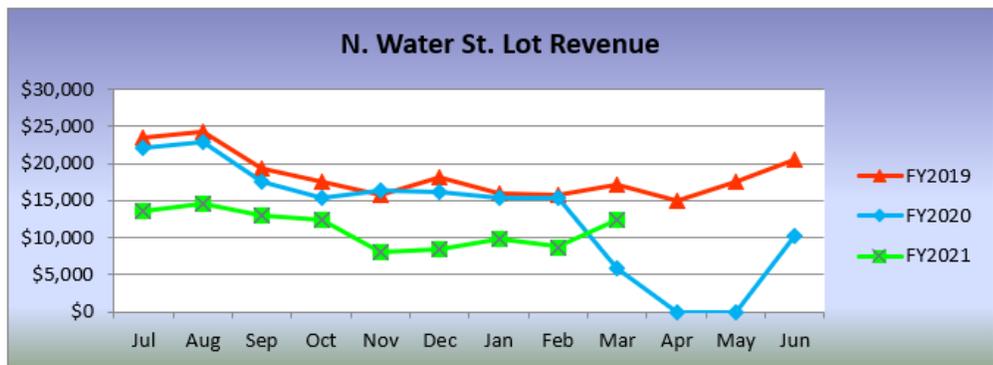
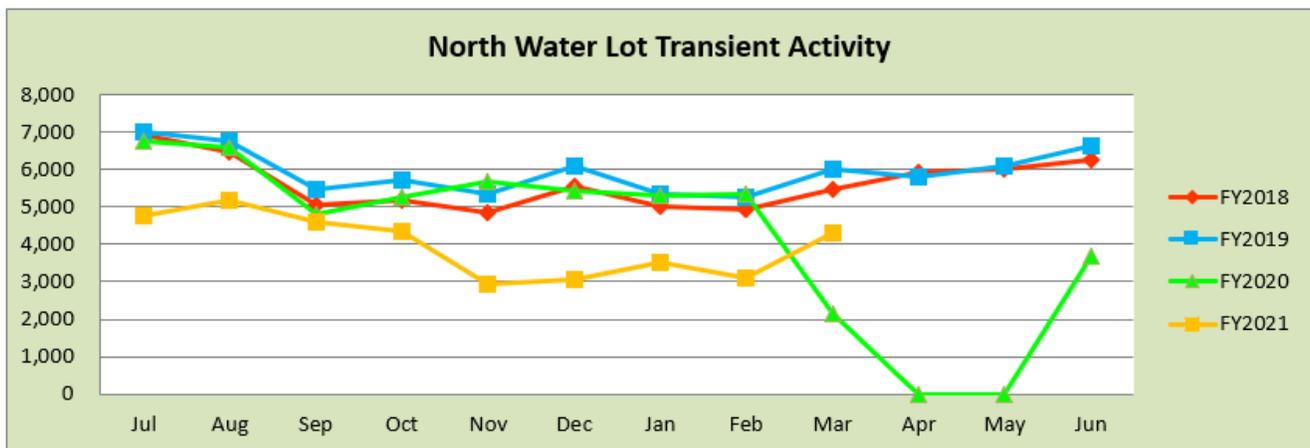
Haviland Deck

- YTD through March 2021, transient activity was **down 23.4%** and revenue was **down 11.9%** compared to last year.
- For the month of March, transient activity was **up 34.4%** compared to last month and **up 95.8%** compared to last March.
- Revenue was **up 28.3%** compared to last month and **up 28.9%** compared to last March.
- **85%** of revenue collected was through credit card payments.
- There were **399** monthly permits sold out of 279 available spaces.
- In March, the average PBC transaction was **\$3.71** or an Average Stay of **2.5** hours.
- Average Transient Transaction = **\$3.45** or an Average Stay of **2.3** hours.



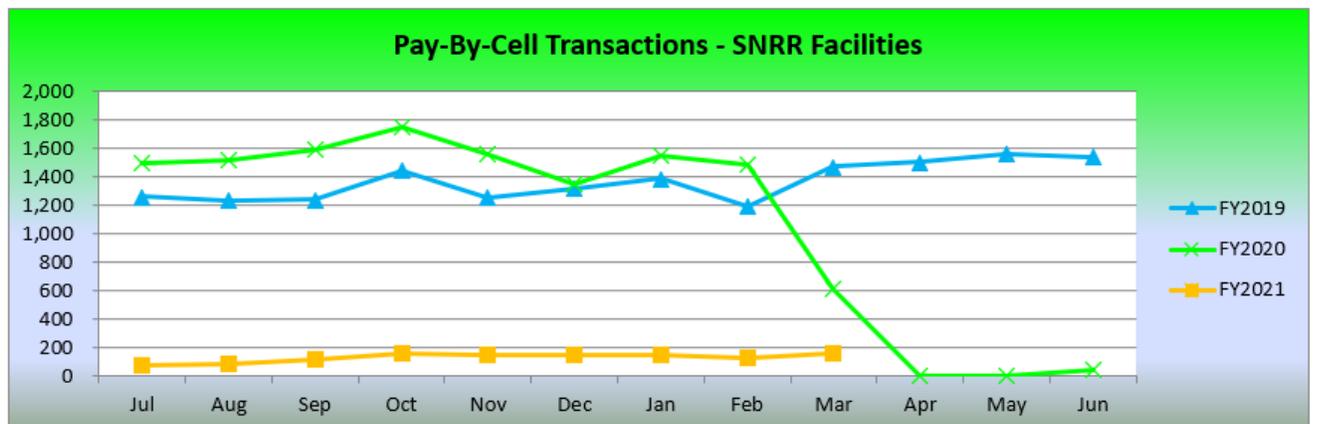
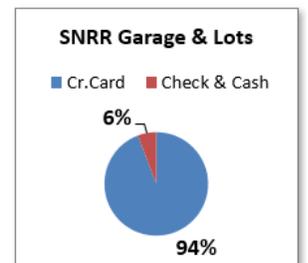
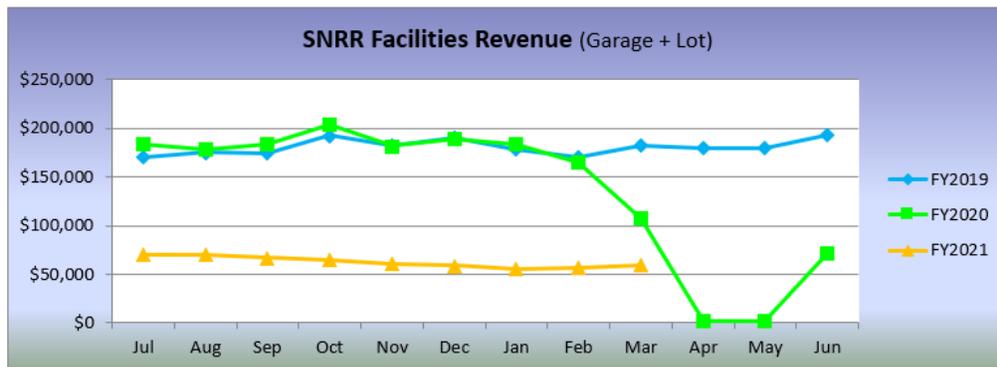
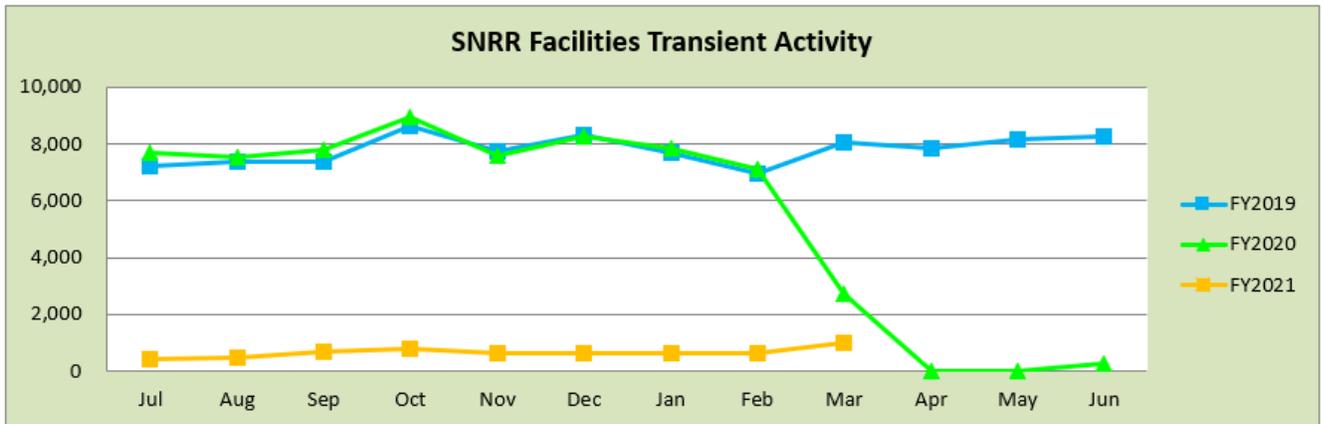
North Water Street

- YTD through March 2021, transient activity was **down 24.2%** and revenue was **down 31.4%** compared to last year.
- For the month of March, transient activity was **up 39.7%** compared to last month and **up 102.3%** compared to last March.
- Revenue was **up 42.9%** compared to last month and **up 112.7%** compared to last March.
- **89%** 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 March, the average PBC transaction was **\$2.90** or an Average Stay of **1.9** hours.
- Average Transient Transaction = **\$3.08** or an Average Stay of **2.1** hours.



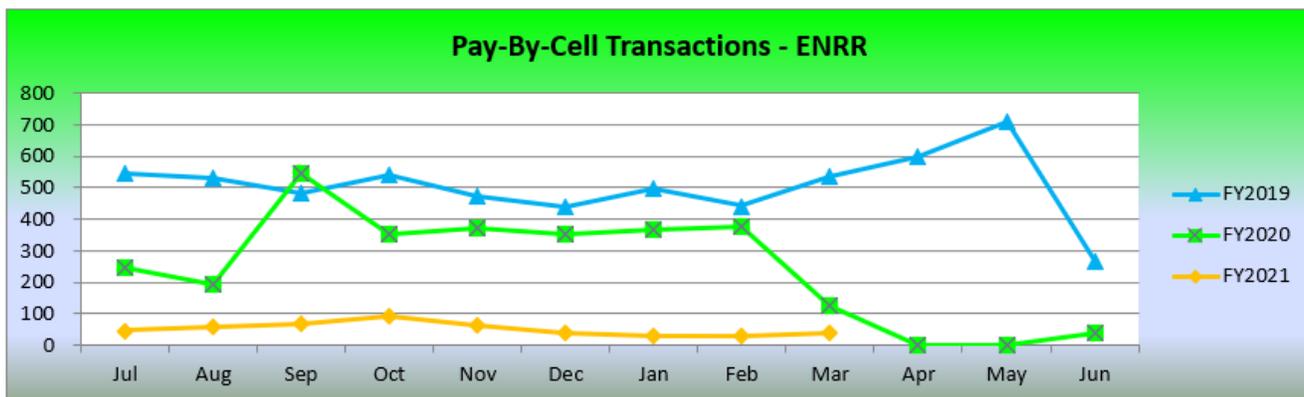
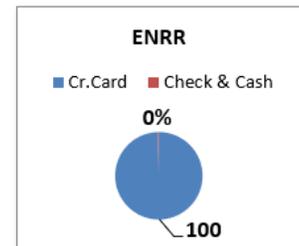
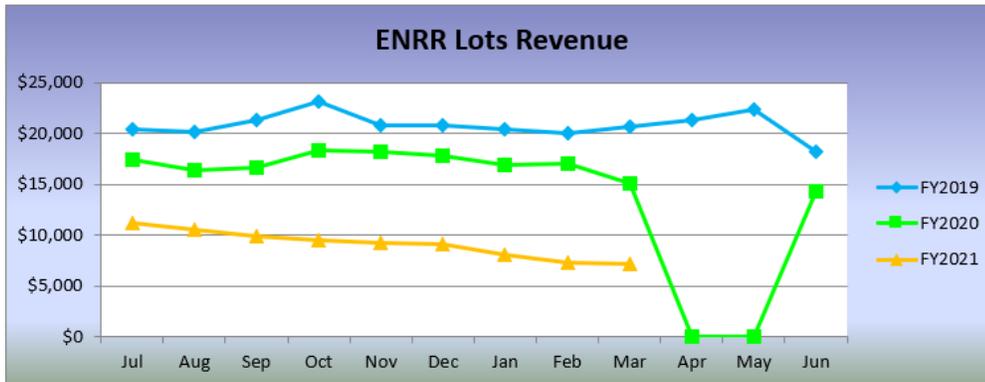
South Norwalk Railroad Station

- YTD through March 2021, transient activity was **down 91.0%** and revenue was **down 64.3%** compared to last year.
- For the month of March, transient activity was **up 57.0%** compared to last month and **down 63.3%** compared to last March.
- Revenue was **up 4.7%** compared to last month and **down 45.2%** compared to last March.
- **94%** of revenue collected was through credit card payments.
- There were **432** monthly permits sold out of 936 available spaces.
- In March, the average PBC transaction was **\$12.89** or an Average Stay of **1.1 days**.
- Average Transient Transaction = **\$11.68** or an Average Stay of **1.0 days**.



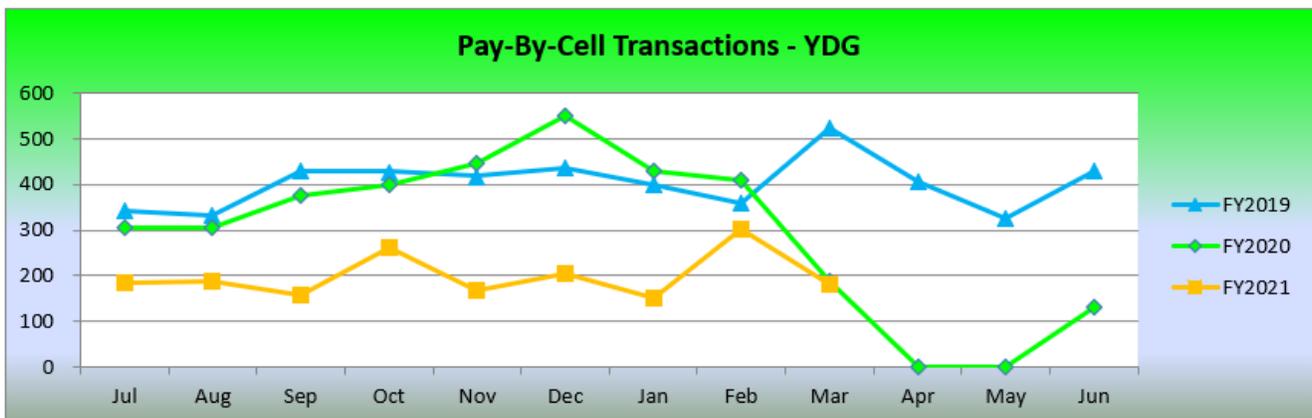
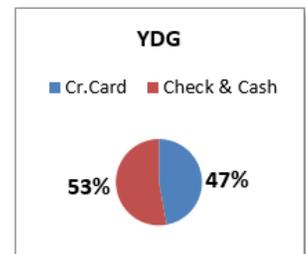
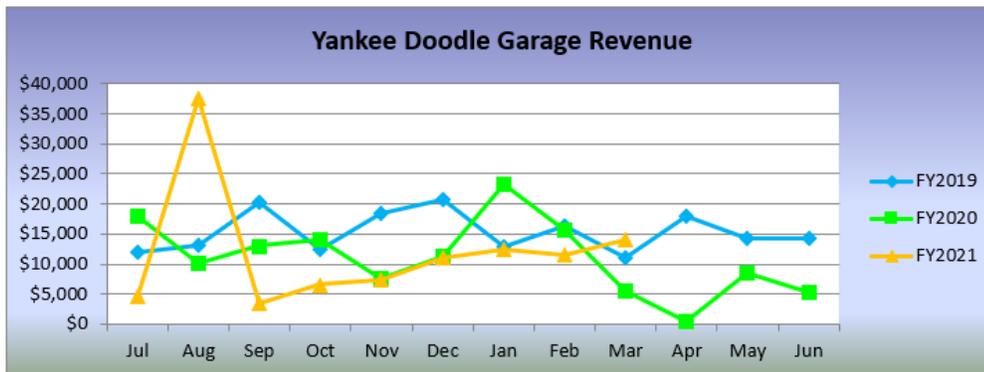
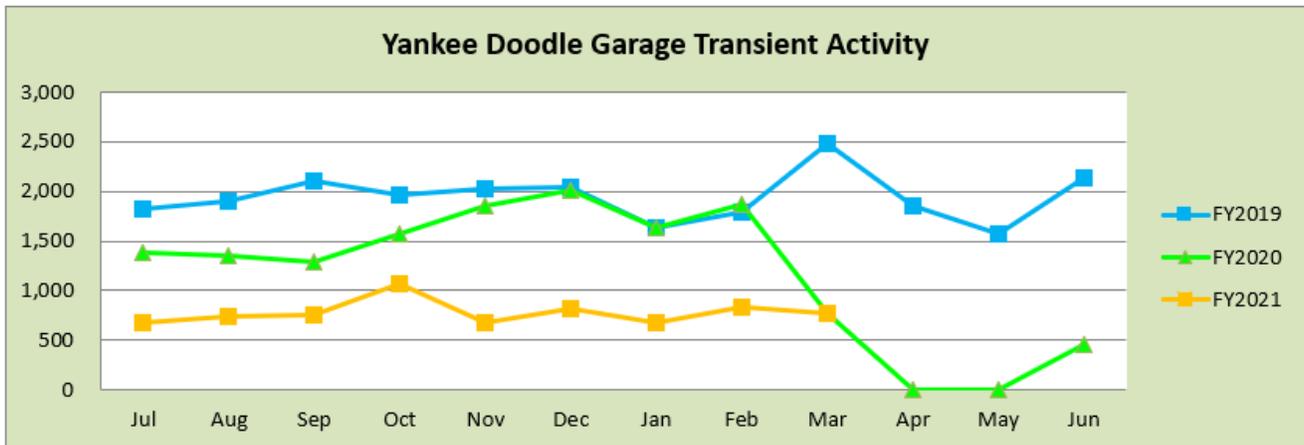
East Norwalk Train Station

- Revenue year-to-date through March 2021 is **down 46.8%** compared to the same period last year.
- Revenue was **down 0.9%** compared to last month and **down 52.6%** compared to last March.
- **100%** of revenue collected was through credit card payments.
- There were **97** monthly permits sold out of 151 available spaces.
- In March, the average PBC transaction was **\$8.20** or an Average Stay of **1.0 days**.



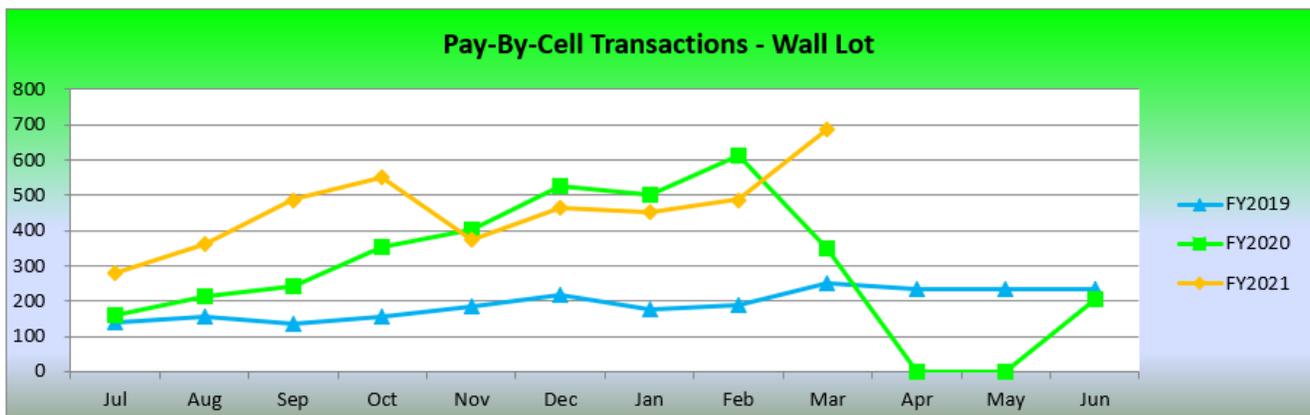
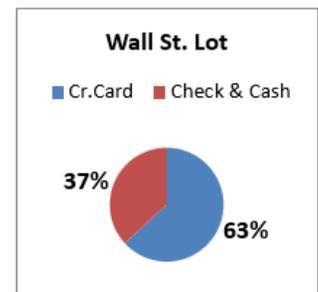
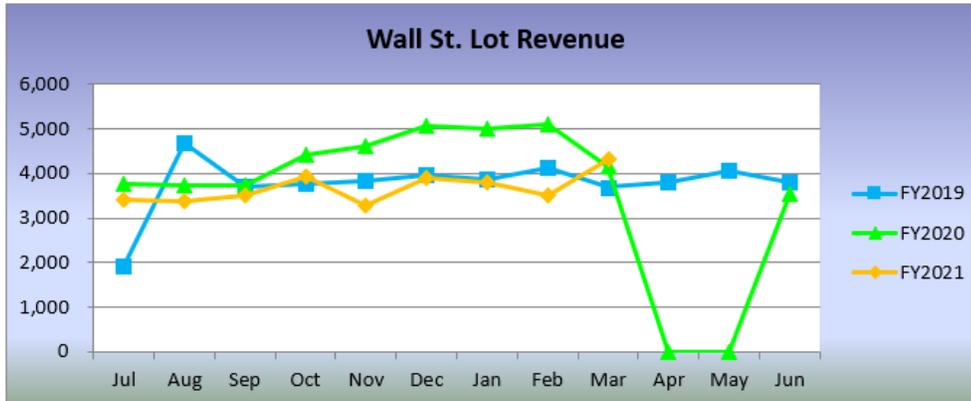
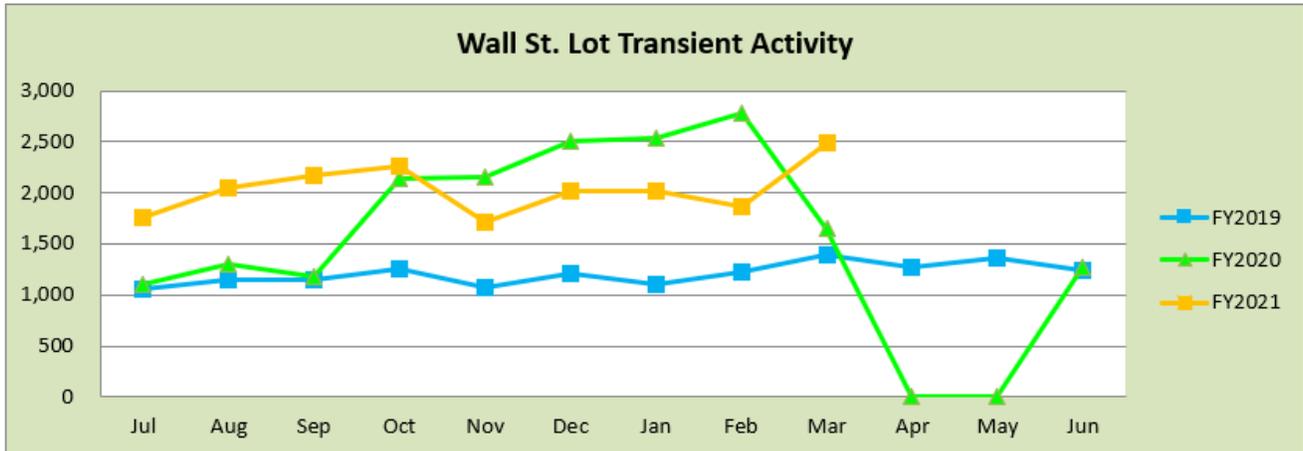
Yankee Doodle Garage

- YTD through March 2021, transient activity was **down 48.8%** and revenue was **down 8.4%** compared to last year.
- For the month of March, transient activity was **down 6.6%** compared to last month and **up 0.5%** compared to last March.
- Revenue was **up 22.8%** compared to last month and **up 150.5%** compared to last March.
- **47%** of revenue collected was through credit card payments.
- There were **273** monthly permits sold out of 410 available spaces.
- In March, the average PBC transaction was **\$1.24** or an Average Stay of **5.0** hours.
- Average Transient Transaction = **\$1.10** or an Average Stay of **4.4** hours.



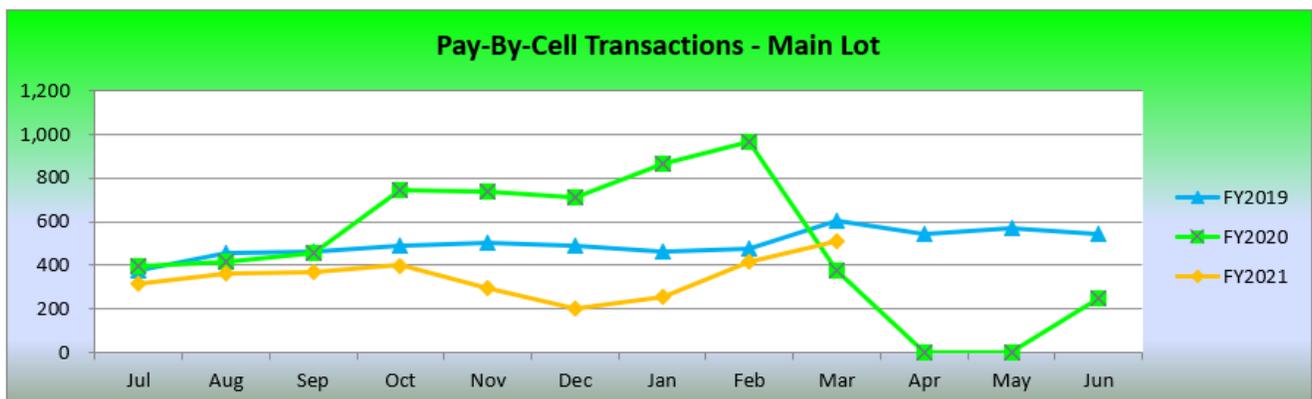
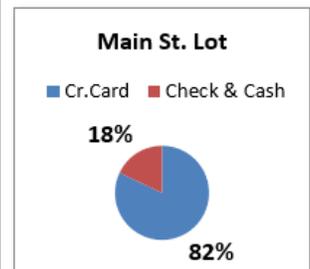
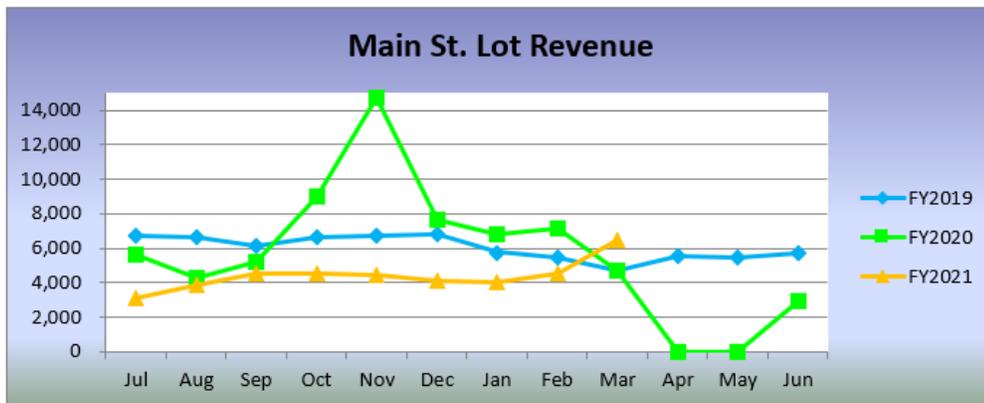
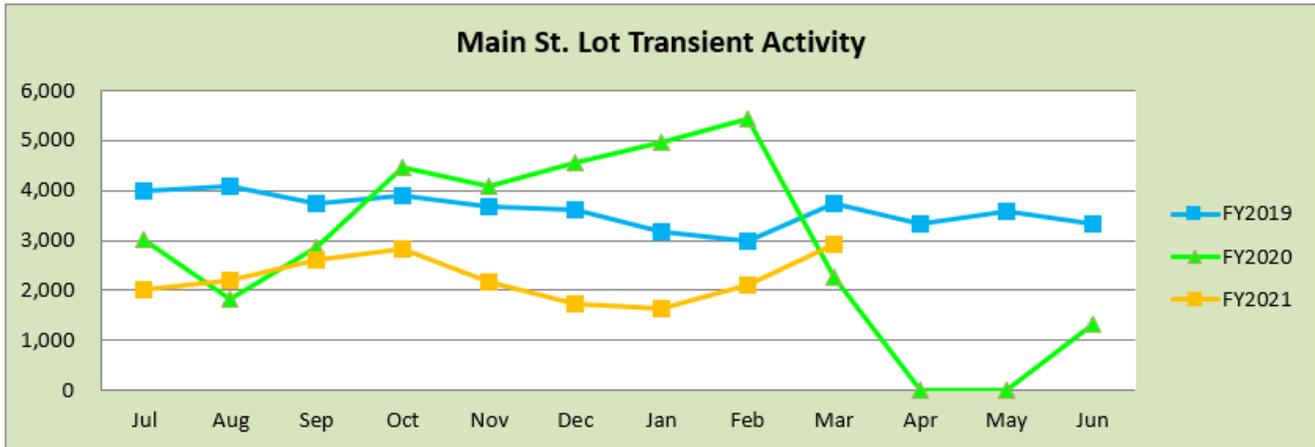
Wall Street Lot

- YTD through March 2021, transient activity was **up 5.8%** and revenue was **down 16.4%** compared to last year.
- For the month of March, transient activity was **up 33.4%** compared to last month and **up 50.6%** compared to last March.
- Revenue was **up 22.5%** compared to last month and **up 3.9%** compared to last March.
- **63%** of revenue collected was through credit card payments.
- There were **65** monthly permits sold out of 93 available spaces.
- In March, the average PBC transaction was **\$1.31** or an Average Stay of **2.6** hours.
- Average Transient Transaction = **\$1.15** or an Average Stay of **2.3** hours. There is a \$1.00 flat rate after 6:00pm.



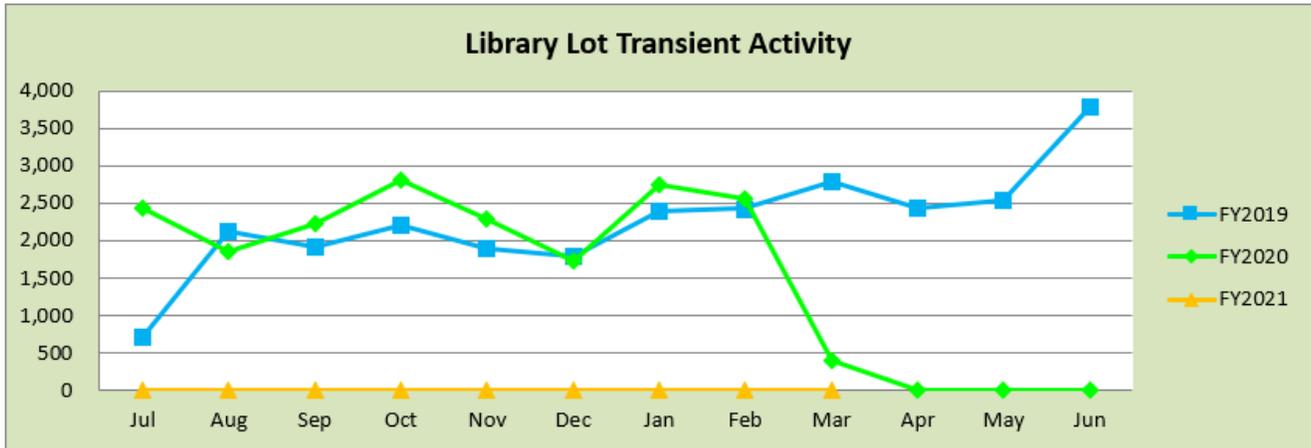
Main Street Lot

- YTD through March 2021, transient activity was **down 39.5%** and revenue was **down 39.0%** compared to last year.
- For the month of March, transient activity was **up 38.3%** compared to last month and **up 28.9%** compared to last March.
- Revenue was **up 43.2%** compared to last month and **up 36.7%** compared to last March.
- **82%** of revenue collected was through credit card payments.
- There were **111** monthly permits sold out of 93 available spaces.
- In March, the average PBC transaction was **\$1.19** or an Average Stay of **2.4** hours.
- Average Transient Transaction = **\$1.30** or an Average Stay of **2.6** hours. There is a \$1.00 flat rate after 6:00pm.



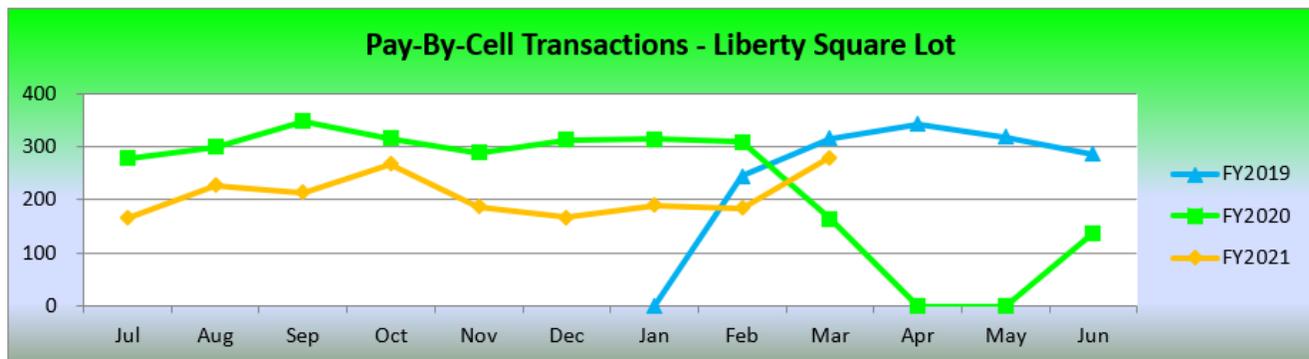
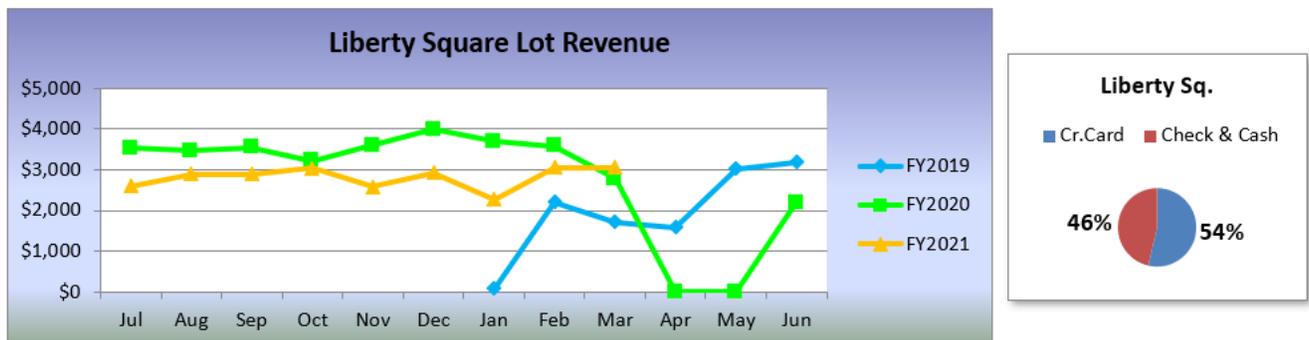
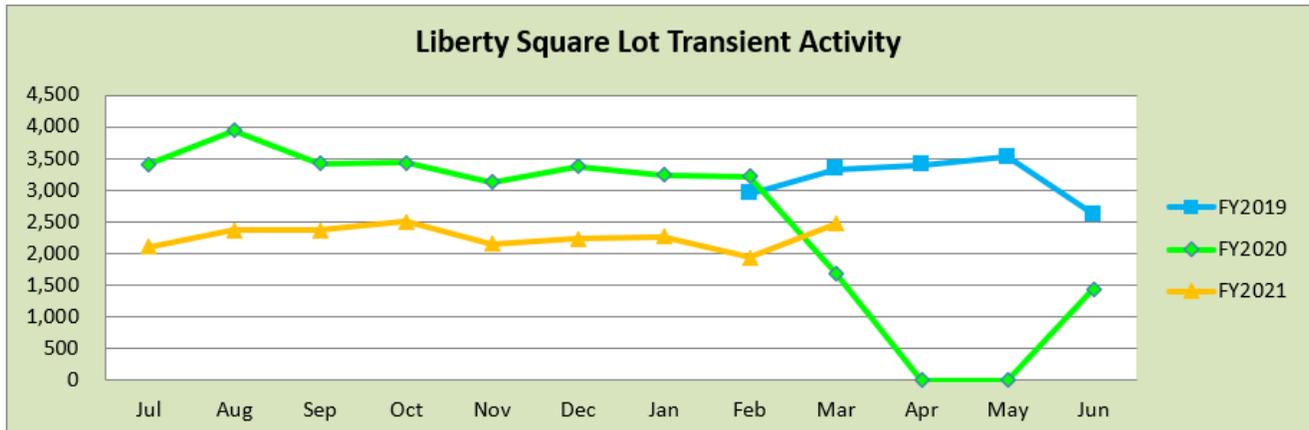
Library Lot

- The Library Lot opened in July 2018.
- Year-to-date through March 2021, transient activity was **down 100.0%** and revenue was **down 100.0%** compared to last year.
- For the month of March, there was **no** transient activity or revenue collected in the lot.
- There is no PBC activity in this lot. It is currently operated with a gated access control system.



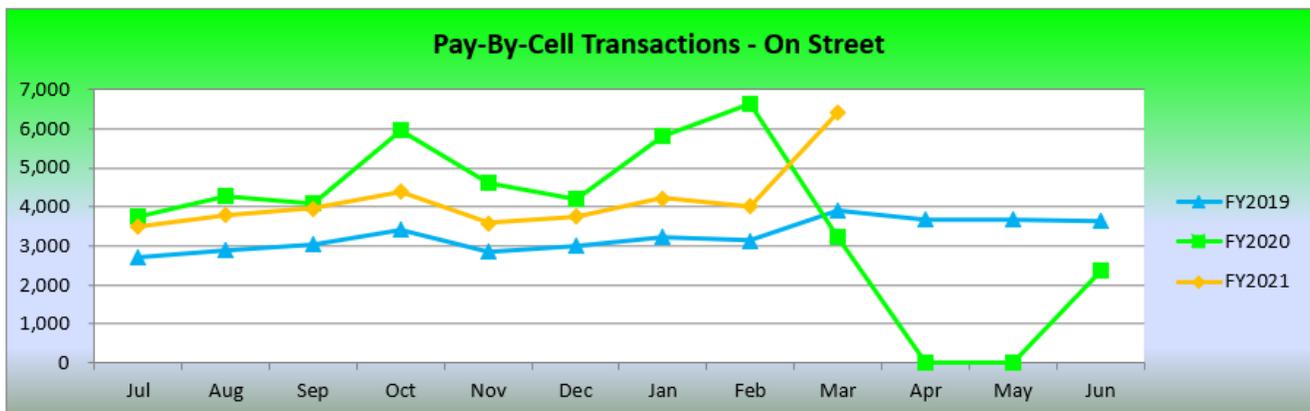
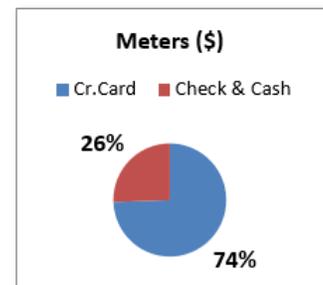
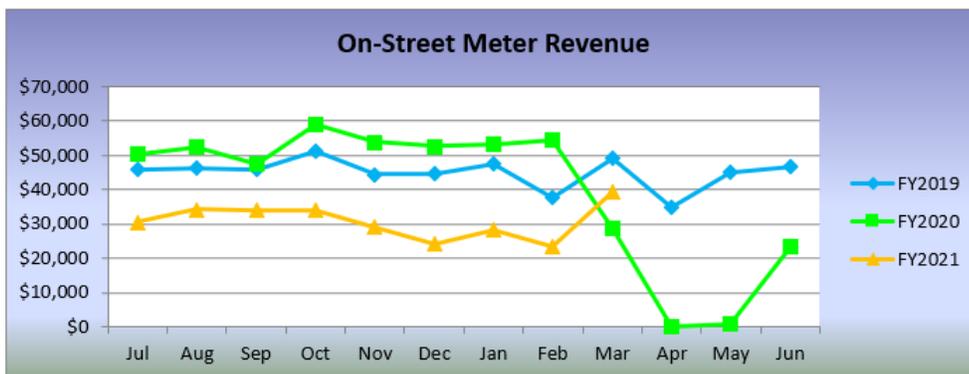
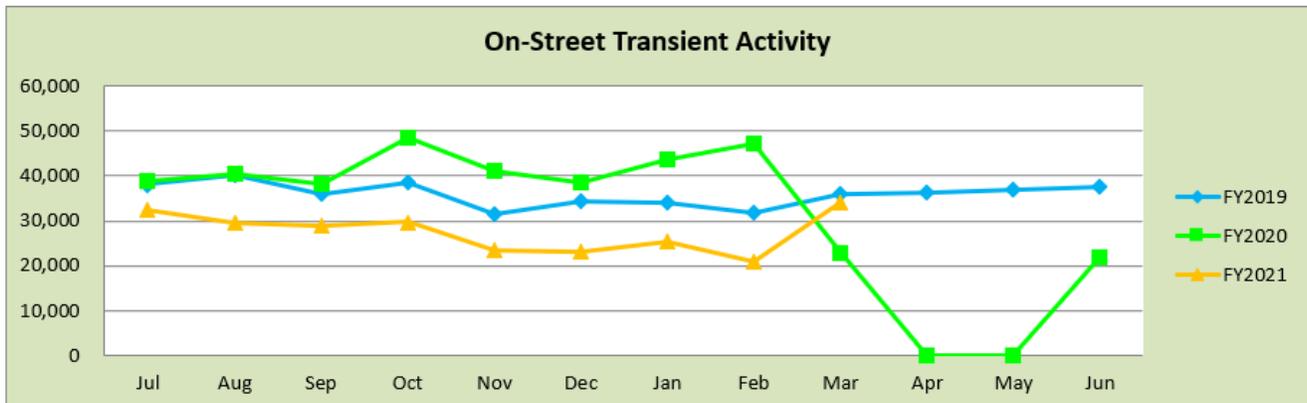
Liberty Square Lot

- The Liberty Square Lot opened in March 2019.
- YTD through March 2021, transient activity was **down 29.2%** and revenue was **down 19.3%** compared to last year.
- For the month of March, transient activity was **up 27.5%** compared to last month and **up 46.3%** compared to last March.
- Revenue was **up 0.2%** compared to last month and **down 10.4%** compared to last March.
- **54%** of revenue collected was through credit card payments.
- There were **32** monthly permits sold out of 60 available spaces.
- In March, the average PBC transaction was **\$1.42** or an Average Stay of **2.8** hours.
- Average Transient Transaction = **\$0.94** or an Average Stay of **1.9** hours.



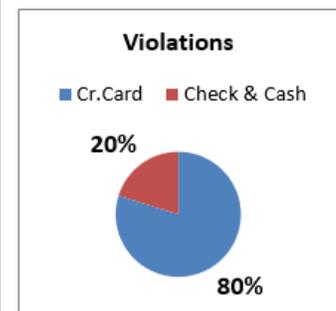
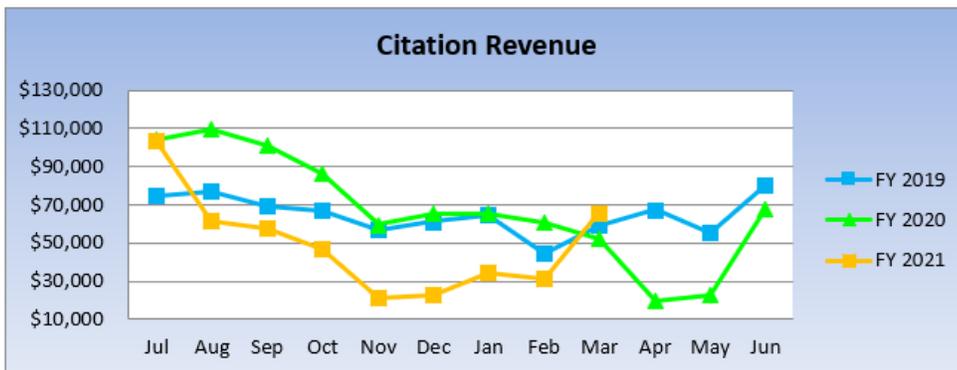
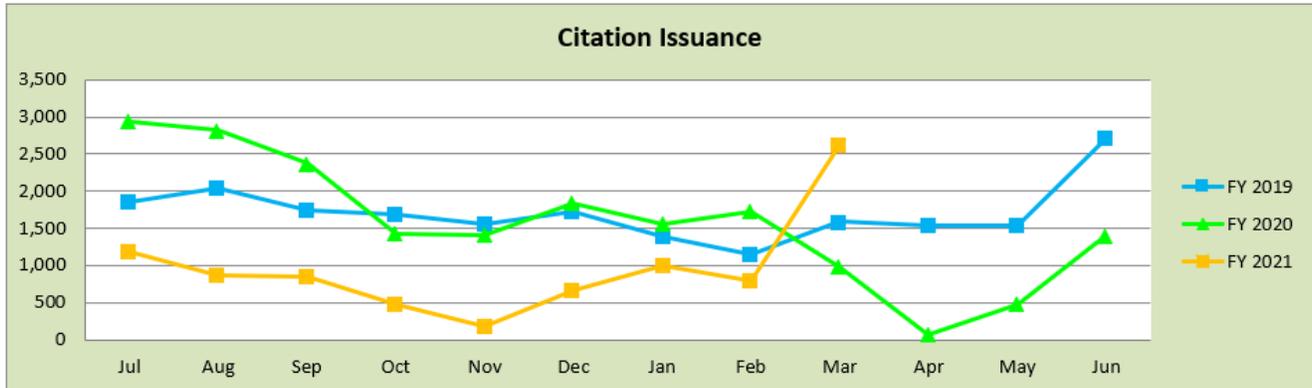
On-Street Parking

- YTD through March 2021, transient activity was **down 31.1%** and revenue was **down 38.7%** compared to last year.
- For the month of March, transient activity was **up 63.5%** compared to last month and **up 48.1%** compared to last March.
- Revenue was **up 68.8%** compared to last month and **up 37.4%** compared to last March.
- **74%** of revenue collected was through credit card payments.
- In SONO, the average PBC transaction was **\$2.60** or an Average Stay of **1.7** hours.
- In the Wall District, the average PBC transaction was **\$0.98** or an Average Stay of **2.0** hours.
- Average Transient Transaction = **\$1.16** or an Average Stay of **0.77** hours.



Parking Enforcement

- YTD through March 2021, ticket issuance was **down 49.4%** and citation revenue was **down 36.9%** compared to the same period last year.
- Compared to last month, March ticket issuance was **up 226.6%** and citation revenue was **up 108.9%**.
- Citation revenue accounts for **15.0%** of system revenues YTD.
- **80%** of citation revenue was through credit card payments.



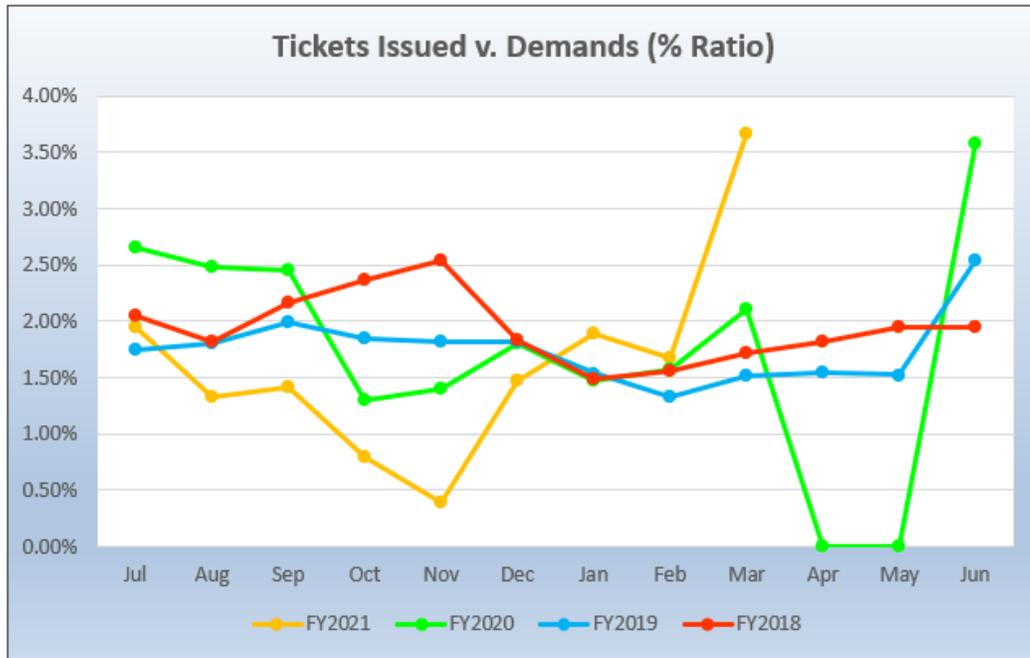
Parking Violations Collection Program

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	\$49,116

YTD thru Mar.

Tickets Issued v. Demands Analysis

Analysis of the ratio of tickets issued compared to transient demands:



Tickets Issued

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTAL
FY2018	2,119	1,940	1,871	2,017	2,086	1,729	1,311	1,394	1,774	1,770	1,791	1,956	21,758
FY2019	1,851	2,034	1,748	1,685	1,563	1,731	1,386	1,154	1,585	1,532	1,538	2,707	20,514
FY2020	2,933	2,816	2,369	1,431	1,407	1,835	1,565	1,722	976	72	480	1,398	19,004
FY2021	1,189	867	852	475	176	654	997	801	2,616	0	0	0	8,627

Demands

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTAL
FY2018	103,191	106,766	86,465	85,170	82,150	94,146	88,438	89,400	103,728	97,524	92,096	100,497	1,129,571
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
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
FY2021	60,962	65,055	60,234	59,448	44,445	44,600	52,682	47,949	71,404	0	0	0	506,779

Ratio (%) - Tickets v. Demands

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY2018	2.05%	1.82%	2.16%	2.37%	2.54%	1.84%	1.48%	1.56%	1.71%	1.81%	1.94%	1.95%
FY2019	1.74%	1.80%	1.99%	1.85%	1.81%	1.82%	1.54%	1.33%	1.51%	1.54%	1.52%	2.54%
FY2020	2.66%	2.48%	2.45%	1.30%	1.40%	1.81%	1.47%	1.58%	2.10%	#DIV/0!	#DIV/0!	3.57%
FY2021	1.95%	1.33%	1.41%	0.80%	0.40%	1.47%	1.89%	1.67%	3.66%			

Customer Courtesy Program

The program was expanded to include more program days during the pandemic shutdowns.

Summary of courtesy tickets for March 2021		
	Mar-21	YTD
Number of courtesy card program dates	20	250
Total number of courtesy tickets given	1822	19,234
\$ Value of Additional Meter Time	\$911.00	\$8,924.50
# Violations after Courtesy Time Expired	480	2,829
\$ value of courtesy tickets	\$33,550	\$375,500

Online Reservations

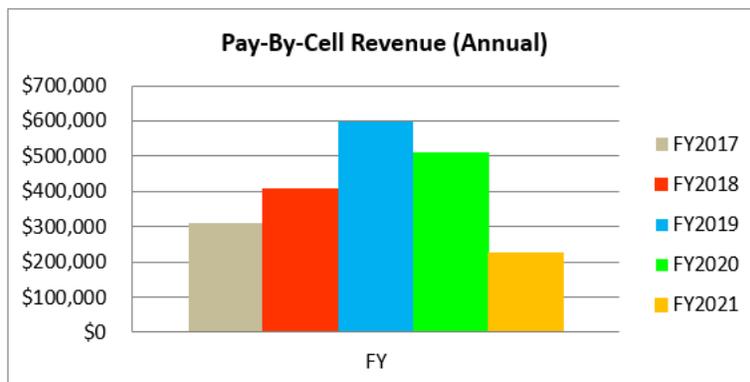
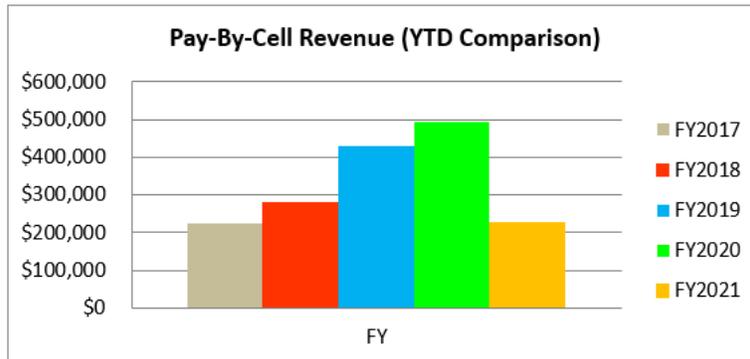
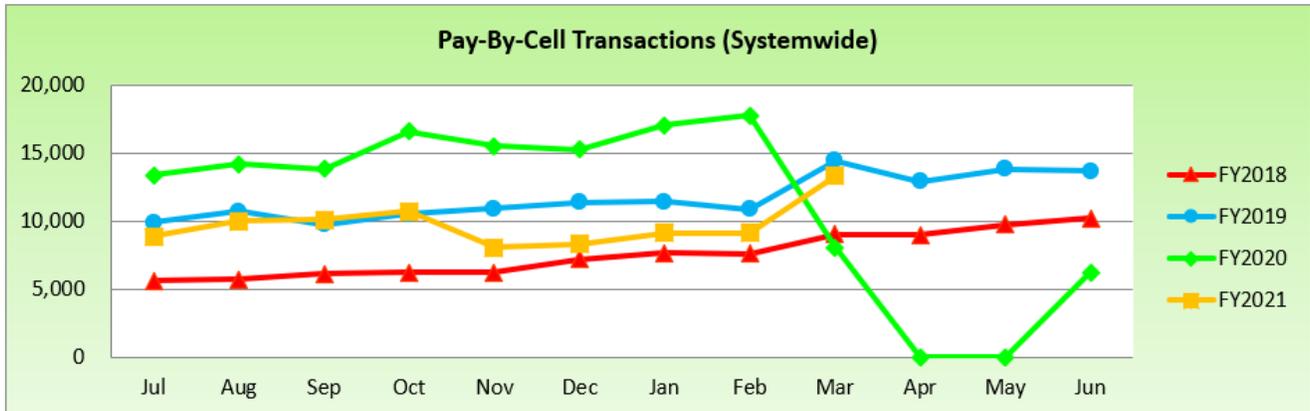
- New payment method introduced at the Maritime Garage and South Norwalk Railroad Garage
- Service rollout date June 8, 2020

Text-to-Park

- New payment method introduced for one-time users and for customers who do not want to download another app on their smart phone
- Service rollout date June 8, 2020

Pay-By-Cell

- Compared to last month, March transactions were **up 46.0%** and revenue was **up 41.0%**.
- The average transaction is **down 3.4% from \$2.56** in February to **\$2.47** per transaction in March.
- Year-to-date through March, pay by cell activity was **down 33.3%** and revenue was **down 54.1%** compared to the same period last year.



Adjudication Statistics

SUMMARY	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTAL
Tickets Issued	1,189	867	852	475	176	654	997	801	2,616				8,627
Appeals	402	493	200	149	36	41	64	67	177				1,629
Hearings	0	0	0	0	0	0	0	0	0				0
Denied	269	134	79	66	12	17	25	37	83				722
Reduced	0	0	0	0	0	0	0	0	0				0
Dismissed	133	359	121	83	24	24	39	30	94				907
DISMISSAL RATES													
Appeals													
<i>Denied</i>	269	134	79	66	12	17	25	37	83				722
<i>Dismissed</i>	133	359	121	83	24	24	39	30	94				907
Hearings													
<i>Denied - attended</i>	0	0	0	0	0	0	0	0	0				0
<i>Denied - No Show</i>	0	0	0	0	0	0	0	0	0				0
<i>Reduced</i>	0	0	0	0	0	0	0	0	0				0
<i>Dismissed</i>	0	0	0	0	0	0	0	0	0				0

Annual Adjudication Summary

