



December
2011

Operations Report



HAPPY HOLIDAYS!



Memo

To: Kathryn Hebert, Administrative Services Manager
 From: Stathis Manousos
 Date: January 9, 2012
 Re: December 2011 Operating Report

Facility Demands (Transient)

Through December 2011, demands on the parking system were down 5.5% compared to last year. However, during the 2012 calendar year, demands have generally been increasing month-to-month, with a typical drop off in September when school is back in session and the Maritime Aquarium slows down. Since October, demands have been increasing. See graphs below.

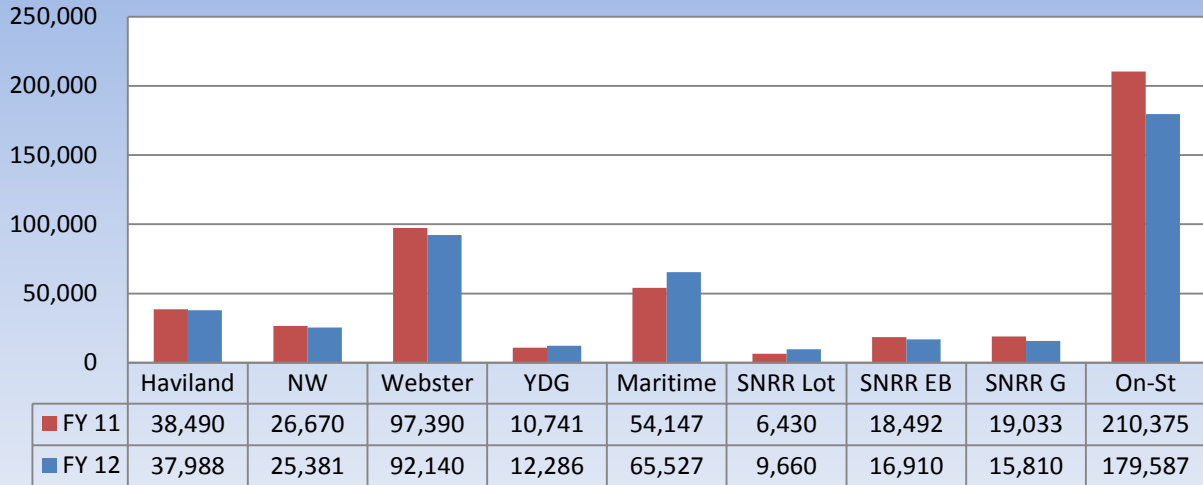
When we make comparisons to last fiscal year, we note the following circumstances that negatively impacted demand:

- SNRR garage repairs the first 5 months of the fiscal year
- Hurricane Irene (July)
- Storm Alfred (October)

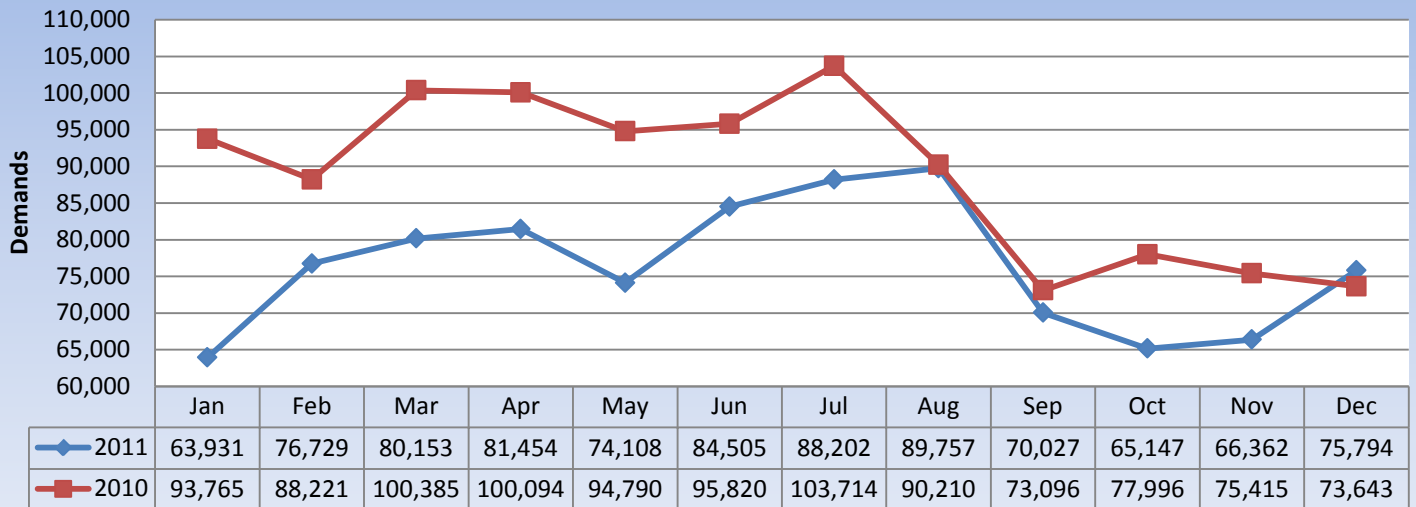
As we review demands over the 2012 calendar year, we note that we are seeing increasing demand in nearly every facility in the system since October.

	1st Qtr.	Oct-11	Nov-11	Dec-11	FY 12	FY 11	YTD
	<u>FY 12</u>	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>YTD</u>	<u>YTD</u>	<u>Var.</u>
Haviland	19,478	6,067	5,707	6,736	37,988	38,490	-1.3%
NW	14,309	3,325	3,506	4,241	25,381	26,670	-4.8%
Webster	49,522	12,998	14,418	15,202	92,140	97,390	-5.4%
YDG	6,256	2,101	1,979	1,950	12,286	10,741	14.4%
Maritime	44,256	5,667	6,014	9,590	65,527	54,147	21.0%
SNRR Lot	4,639	1,802	1,615	1,604	9,660	6,430	50.2%
SNRR EB	8,222	2,723	2,926	3,039	16,910	18,492	-8.6%
SNRR G	7,436	2,553	2,898	2,923	15,810	19,033	-16.9%
On-St	93,868	27,911	27,299	30,509	179,587	210,375	-14.6%
Totals	247,986	65,147	66,362	75,794	455,289	481,767	-5.5%

NPA Facility Demands FY12 / FY11



Total System Demands (by Month)



A. SONO AREA

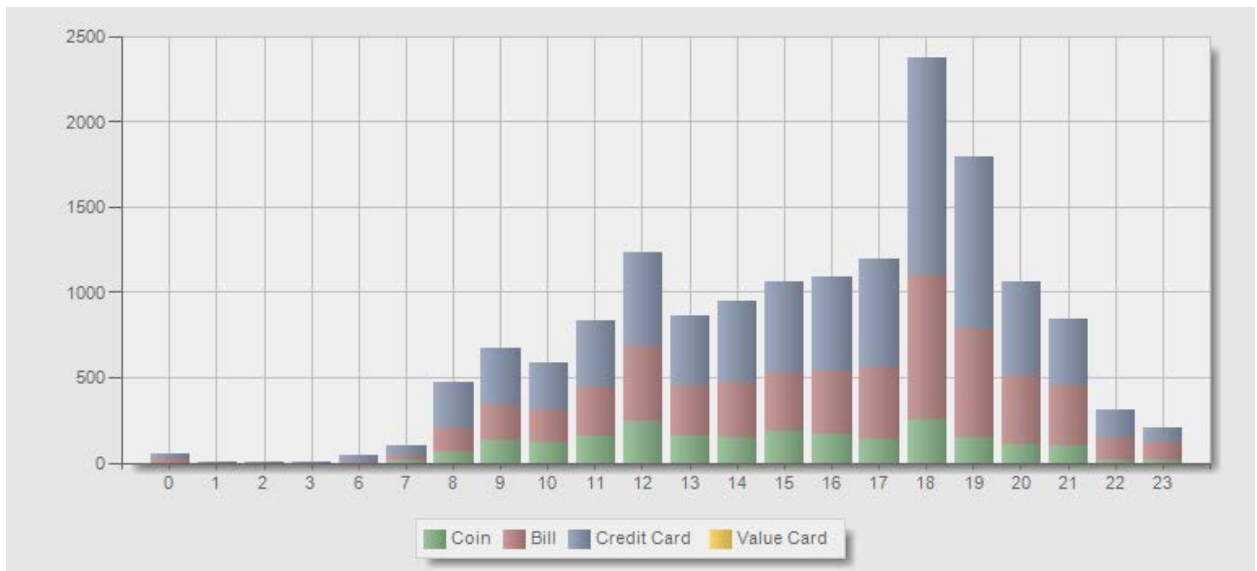
Maritime Garage

Through December 2011, demands are up 21.0% compared to last year, driven by the increased demand generated by the Maritime Aquarium during the summer.

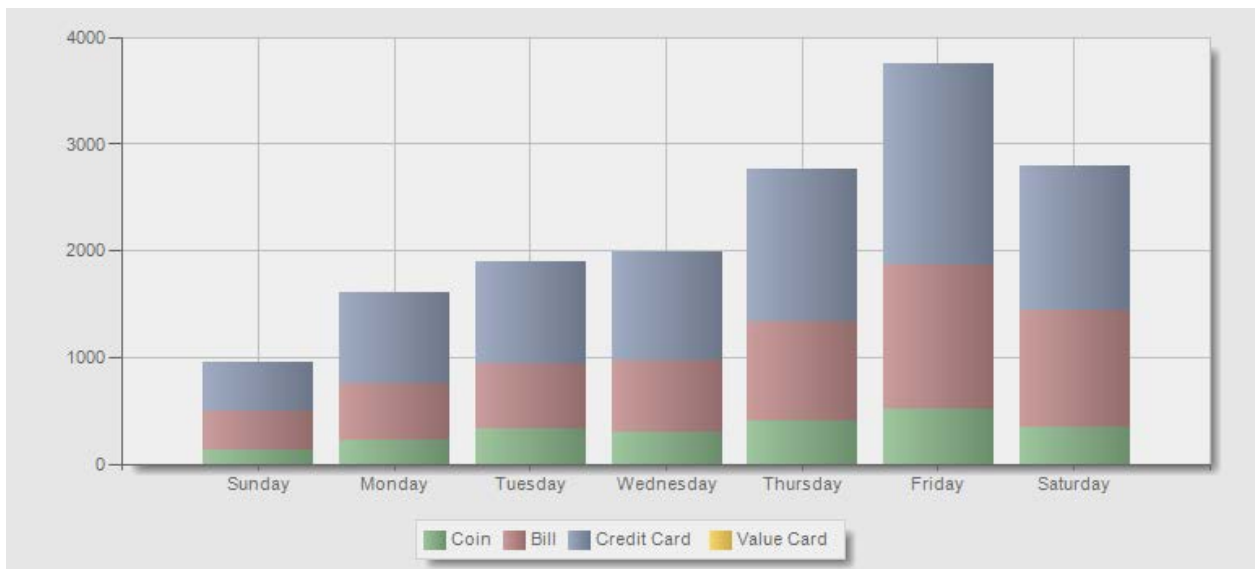
Webster Lot

Through December 2011, transactions were down 5.4% compared to last year since the change in operations last August 2010. The closing of Compare Foods has negatively impacted demand.

Webster Lot Hourly Demands December 2011



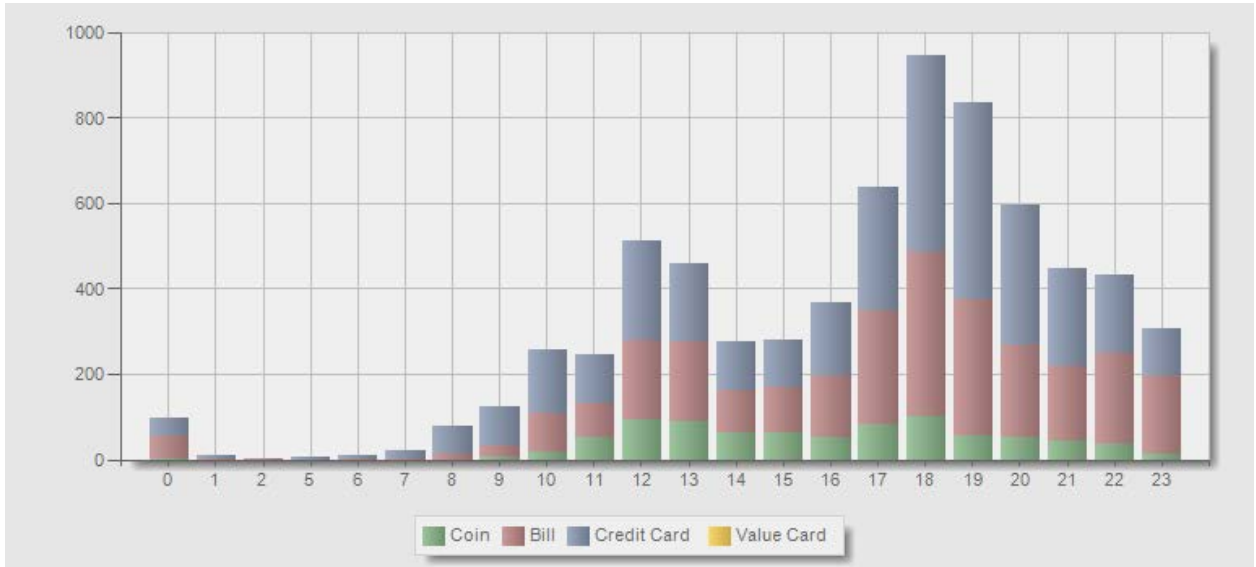
Webster Lot Weekday Demands December 2011



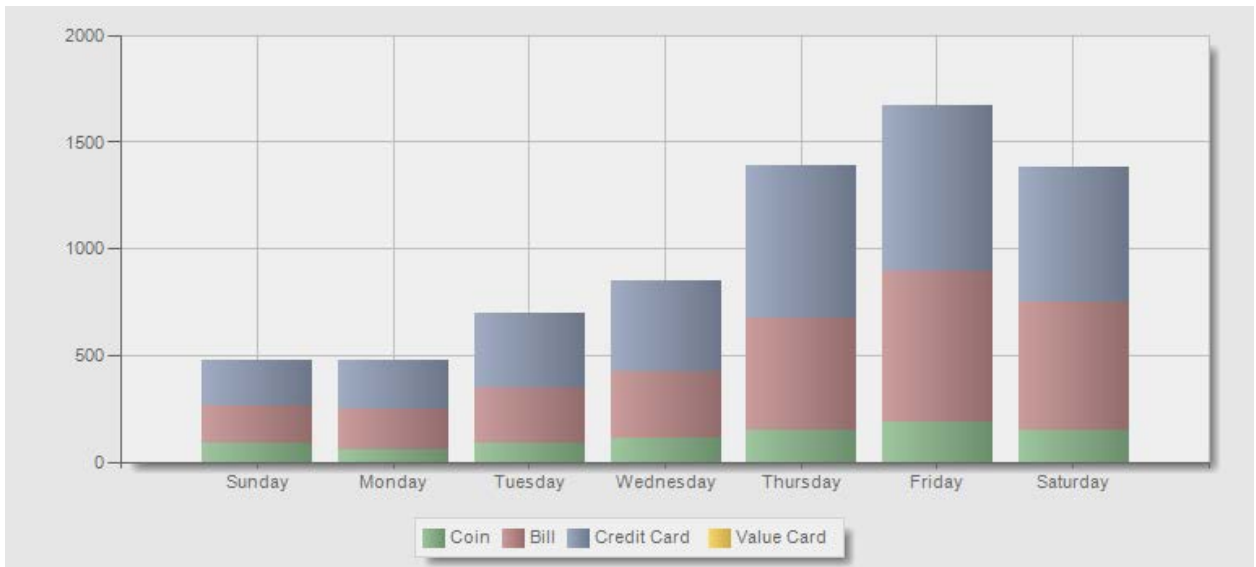
Haviland Deck

Through December 2011, demands are down 1.3% compared to last year. We continue to see strong weekend and evening business at the Haviland deck.

Haviland Deck Hourly Demands December 2011



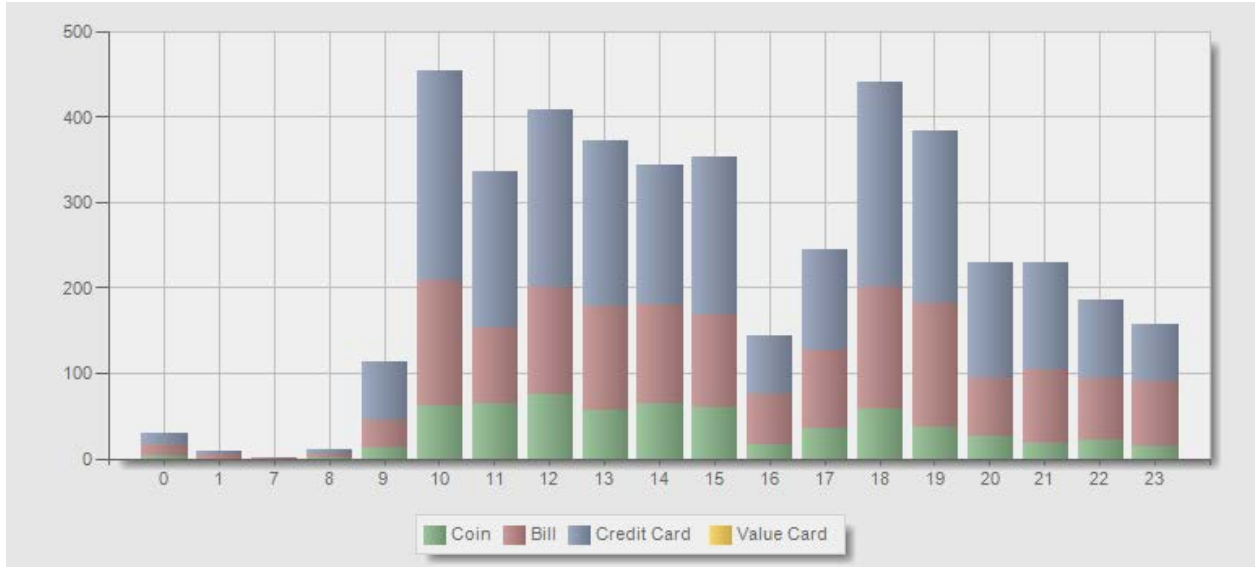
Haviland Deck Weekday Demands December 2011



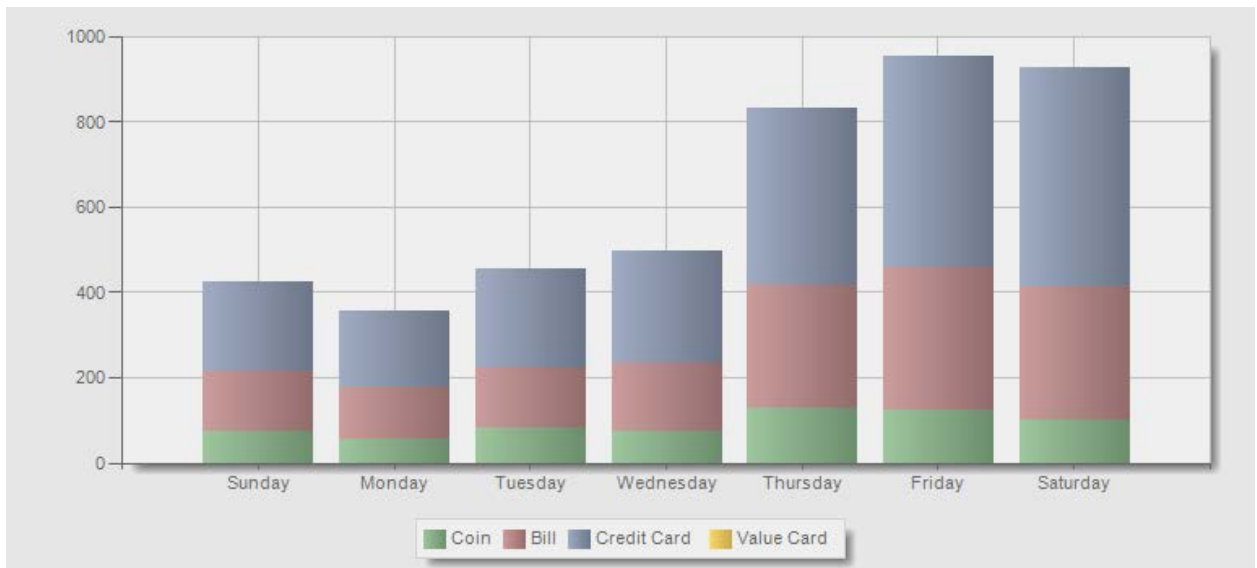
North Water Street

Through December 2011, demands are down 4.8% in compared to last year. We continue to see strong demand throughout the entire day on weekends, driven by the Aquarium during the daytime and the restaurants at night.

North Water Street Lot Hourly Demands December 2011



North Water Street Daily Demands December 2011



On Street Parking

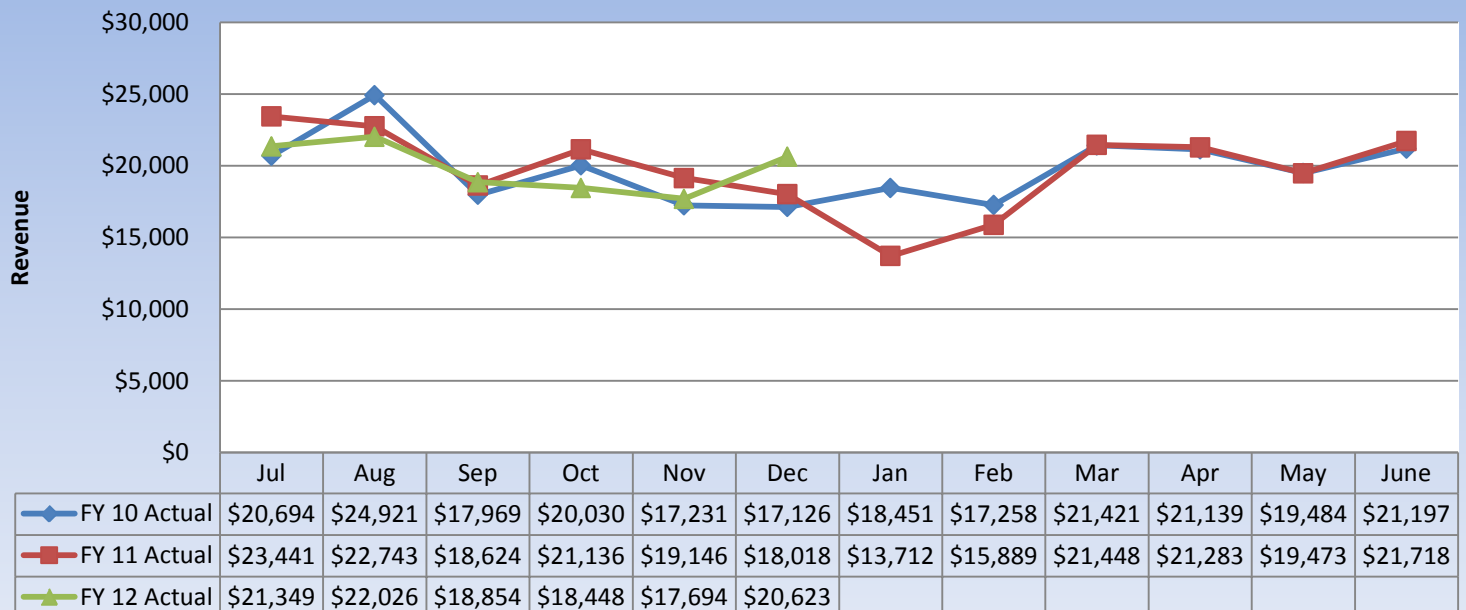
Through December 2011, demands are down 14.6% compared to last year. However, revenue has dropped only 1.3% because the average transaction amount has increased. Meter revenue is above budgetary expectations.

FY 2012	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Avg Cash Trans	\$0.57	\$0.58	\$0.55	\$0.54	\$0.55	\$0.56						
Avg Credit Trans	\$1.45	\$1.43	\$1.42	\$1.40	\$1.43	\$1.44						
Avg Trans	\$0.66	\$0.66	\$0.64	\$0.63	\$0.64	\$0.65						

FY 2011	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Avg Cash Trans	\$0.48	\$0.48	\$0.47	\$0.48	\$0.54	\$0.54	\$0.57	\$0.57	\$0.56	\$0.57	\$0.55	\$0.56
Avg Credit Trans	\$1.39	\$1.42	\$1.41	\$1.41	\$1.41	\$1.42	\$1.43	\$1.43	\$1.42	\$1.42	\$1.42	\$1.43
Avg Trans	\$0.55	\$0.56	\$0.53	\$0.55	\$0.62	\$0.61	\$0.66	\$0.66	\$0.65	\$0.66	\$0.64	\$0.65

FY 2012	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Active Meters	172	172	171	167	169	167						
Total Cash	\$16,825	\$17,252	\$14,606	\$14,318	\$13,586	\$15,704						
Total Credit	\$4,524	\$4,774	\$4,248	\$4,130	\$4,108	\$4,919						
Total Revenue	\$21,349	\$22,026	\$18,854	\$18,448	\$17,694	\$20,623						
Cash %	79	78	77	78	77	76						
Credit %	21	22	23	22	23	24						
Avg Cash/Meter	\$98	\$100	\$85	\$86	\$80	\$94						
Avg Credit/Meter	\$26	\$28	\$25	\$25	\$24	\$29						
Avg Revenue/Meter	\$124	\$128	\$110	\$111	\$104	\$123						
# Cash	29,399	29,898	26,409	26,383	24,783	28,186						
# Credit	3,114	3,345	2,997	2,943	2,864	3,408						
# Total	32,513	33,243	29,406	29,326	27,647	31,594						
Avg # Cash/Meter	171	174	154	158	147	169						
Avg # Credit/Meter	18	19	18	18	17	20						
Avg # Total/Meter	189	193	172	176	164	189						
Avg Cash Trans	\$0.57	\$0.58	\$0.55	\$0.54	\$0.55	\$0.56						
Avg Credit Trans	\$1.45	\$1.43	\$1.42	\$1.40	\$1.43	\$1.44						
Avg Trans	\$0.66	\$0.66	\$0.64	\$0.63	\$0.64	\$0.65						

On-Street Meter Summary



B. RAILROAD STATIONS

South Norwalk Railroad Station

Through December 2011, daily parking demands at the SNRR facilities are down 3.6% compared to last year, mainly due to garage repairs that were completed through the summer and fall. On average, 30 spaces were out of service for construction. Construction was completed in November and demands have increased noticeably since October. There is currently a waiting list for permit parkers.

	<u>FY 06</u>	<u>FY 07</u>	<u>FY 08</u>	<u>FY 09</u>	<u>FY 10</u>	<u>FY 11</u>	<u>FY 12</u>	<u>VLY</u>	<u>Var. %</u>
Jul	6,704	6,928	7,204	8,139	7,031	7,315	6,757	(558)	-7.6%
Aug	7,321	7,766	7,601	7,148	6,893	7,122	6,670	(452)	-6.3%
Sep	7,775	7,620	6,890	7,517	7,550	7,372	6,870	(502)	-6.8%
Oct	7,819	7,950	8,236	7,949	8,110	7,297	7,078	(219)	-3.0%
Nov	7,710	7,378	7,618	6,688	7,152	7,066	7,439	373	5.3%
Dec	7,920	7,517	7,534	7,072	8,944	7,783	7,566	(217)	-2.8%
Jan									
Feb									
Mar									
Apr									
May									
Jun									
Totals	45,249	45,159	45,083	44,513	45,680	43,955	42,380	(1,575)	-3.6%

The additional SNRR commuter spaces on Henry Street were installed in August 2011. December revenue from the Henry Street spaces was down 23.33% from November. The spaces operate in similar manner to the daily SNRR un-gated surface lot. The spaces are numbered and require payment in the lobby of the station. The figures below do not include pay-by-cell transactions.

Henry St. Usage (December 2011)

	<u># Spaces</u>	<u># Transactions</u>	<u>Revenue</u>
Sep	24	176	\$1,584.05
Oct	24	238	\$2,142.00
Nov	24	210	\$1,890.00
Dec	24	161	\$1,449.00

SNRR Art Project

The first of two public art installations was installed in the SNRR east bound station lobby and is being met with rave reviews. Read the story at <http://www.thehour.com/story/517173> .

Stay tuned for the second permanent installation to be installed in the tunnel soon.



East Norwalk Train Station

Permit issuance has been stable, and there is currently a waiting list.

C. WALL AREA

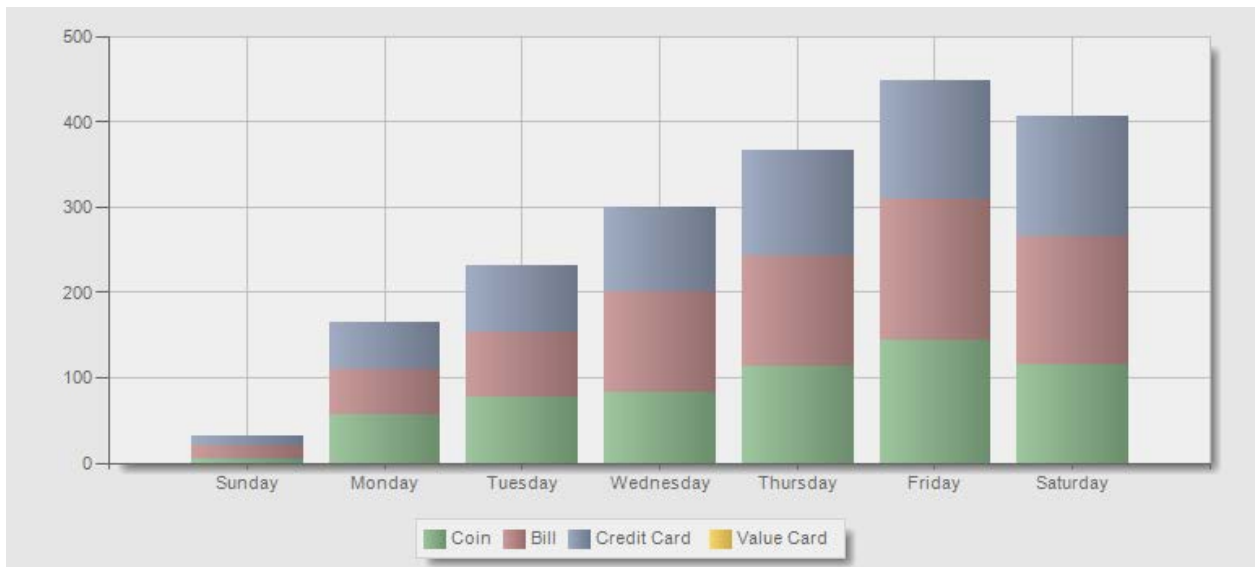
Yankee Doodle Garage

Through December 2011, demands were up 14.4% compared to last year reversing the downward trend over the last year. There has been increased activity since the opening of Banc House restaurant.

YDG Hourly Demands December 2011



YDG Daily Demands December 2011



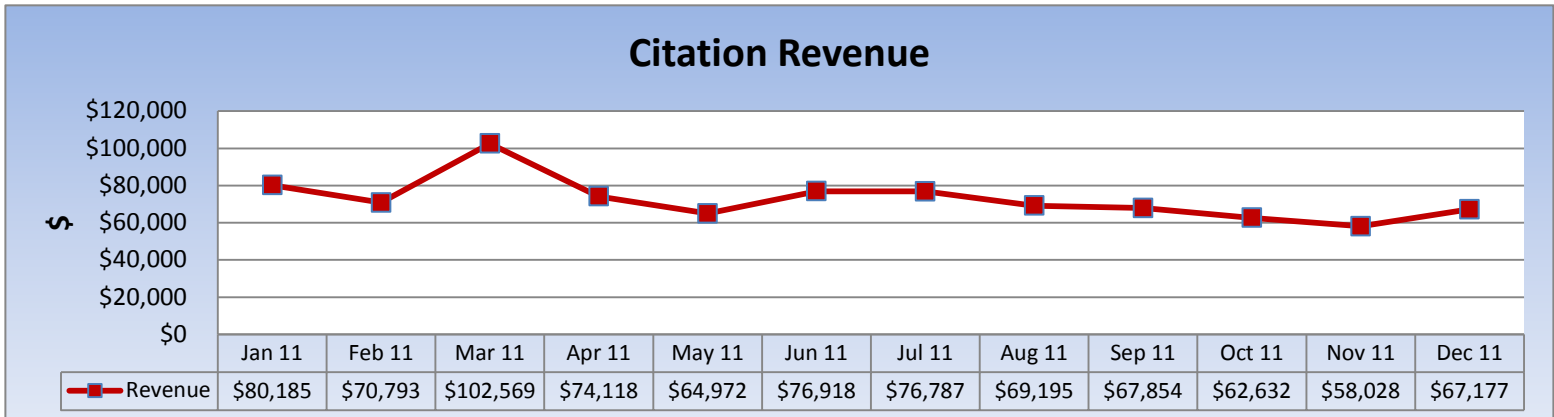
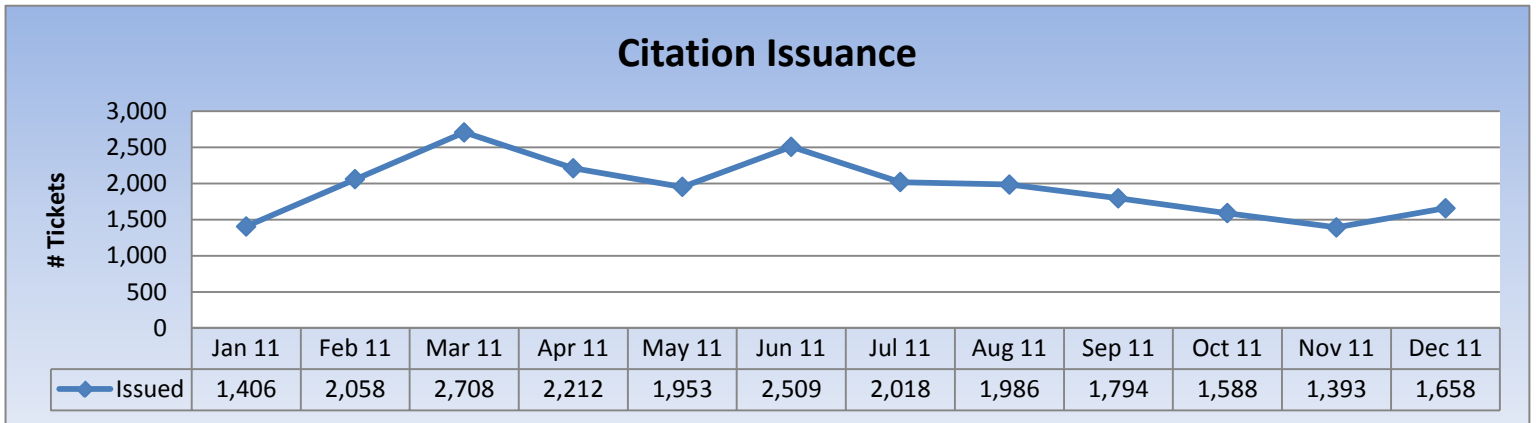
PERMIT SALES

In total, December permit revenues are consistent with the same period last year. Overall, permit revenue is consistent with budgetary expectations.

MONTHLY PERMIT SUMMARY		Dec-11		Dec-10	
		Revenue	Permits	Revenue	Permits
<u>SOUTH NORWALK DISTRICT</u>					
MARITIME GARAGE	307	\$27,178	415	\$21,499	258
HAVILAND DECK	308	\$21,838	409	\$25,886	421
WEBSTER LOT	310	\$29,450	584	\$28,851	567
SUB-TOTAL		\$78,466	1,408	\$76,237	1,246
<u>WALL STREET DISTRICT</u>					
YANKEE DOODLE GARAGE	309	\$5,338	172	\$6,807	195
WALL STREET LOT	313	\$2,278	56	\$2,099	60
MAIN STREET LOT	314	\$1,419	55	\$1,224	35
SUB-TOTAL		\$9,035	283	\$10,130	290
<u>RAILROAD STATIONS</u>					
SONO RR STATION GARAGE	305	\$67,499	659	\$60,076	751
EAST NORWALK RR LOTS	316	\$16,167	342	\$14,657	349
SUB-TOTAL		\$83,666	1,001	\$74,733	1,100
TOTAL		\$171,167	2,692	\$161,100	2,636

PARKING ENFORCEMENT

Compared to November, December ticket issuance was up 19.0% and citation revenue was up 15.8%. Trends since January 2011 are below.



D. MAINTENANCE

The generator installation at the SNRR garage should be completed by the end of the month. We are working with SNEW for authorization to place the crane on their property to lift the generator over the garage from State Street over and down onto ground between the tracks and the back of the garage. The transfer switches have been installed.

We anticipate installation of the generator at the Maritime garage by the end of February.

The installation of a waterproof membrane on the first elevated deck of the Maritime Garage is expected to be completed in the spring.

Snow Removal

The new Bobcat should be delivered within the next couple weeks. We have a loaner in use until the new machine arrives.

E. CUSTOMER SERVICE

Changes to the customer service inquiry system through the website were completed at the end of September. Customers can now direct inquiries directly to the appropriate staff depending on the issue they are experiencing. These changes were made to enable us to respond more efficiently to customers and to track requests by category for management review. Customers are now able to select a specific issue on the "Contact Us" web page which will then be directed to the appropriate NPA staff for resolution. The table below reflects email inquiries received by month.

Issue	Oct.	Nov.	Dec
Permits	45	90	78
Citations/Tickets	3	17	11
Appeals	12	7	8
Meter Problems	2	2	0
Maintenance	0	0	2
General / Other	84	35	5
	146	151	104

F. NEW INITIATIVES

Pay By Cell Option

The Pay-by-Cell ribbon-cutting was held on Tuesday, October 11th. As of that date, pay-by-cell activity has increased both in number of transactions and in revenue. We expect to see this trend continue.

Monthly Summary

Month	# Transactions	Revenue	Avg. Transaction
Oct	130	\$475.00	\$3.65
Nov	212	\$796.50	\$3.76
Dec	331	\$1,215.50	\$3.67

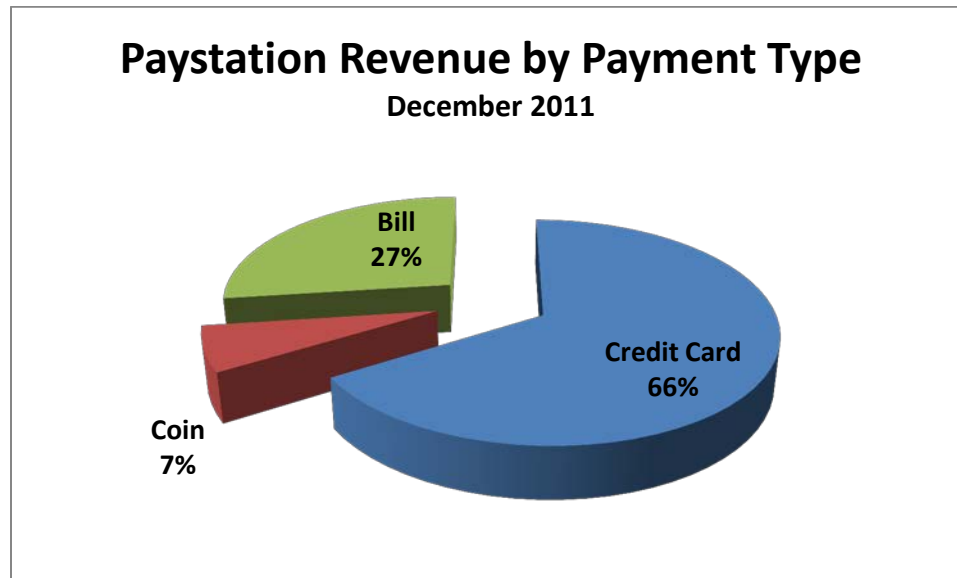
December Detail by Location

Zone #	Location	# Transactions	Revenue	Avg. Transaction
<u>LOTS</u>				
2022	NW Lot	42	\$96.75	\$2.30
2004	Haviland	62	\$212.25	\$3.42
2002	Webster Lot	76	\$295.50	\$3.89
2005	YDG	8	\$12.00	\$1.50
2023	SNRR Lot	49	\$441.00	\$9.00
<u>ON-STREET</u>				
2018	N. Water St.	0	\$0.00	
2019	N. Water (Aquar.)	0	\$0.00	
2011	Ann St.	0	\$0.00	
2010	Marshall St.	0	\$0.00	
2012	Haviland St.	30	\$56.75	\$1.89
2014	Washington St.	20	\$27.75	\$1.39
2016	W. Washington St.	0	\$0.00	
2017	N. Main St.	22	\$34.50	\$1.57
2020	S. Main St.	20	\$35.00	\$1.75
2021	Madison St.	2	\$4.00	\$2.00
		331	\$1,215.50	\$3.67

G. OTHER

Transaction Types by Location (%) – December 2011

	Credit Card %		Coin %		Bill %	
	\$ Value	# Trans.	\$ Value	# Trans.	\$ Value	# Trans.
Haviland	59.9%	47.3%	5.4%	12.7%	44.0%	39.9%
NW Lot	63.1%	51.3%	8.0%	14.8%	28.9%	33.9%
Webster	59.1%	49.9%	8.6%	14.8%	32.3%	35.2%
YDG	42.0%	32.5%	17.5%	31.3%	40.5%	36.2%
SNRR Lot	99.9%	99.9%	0.1%	0.1%	0.0%	0.0%



Adjudication Statistics

Adjudication Statistics December 2011

SUMMARY

Tickets Issued	1,658	
Appeals	150	9.0%
Hearings	12	0.7%
Dismissed	69	4.2%
Denied	93	5.6%

DISMISSAL RATES

Appeals			
	<i>Denied</i>	88	58.7%
	<i>Dismissed</i>	62	41.3%
Hearings			
	<i>Denied</i>	5	41.7%
	<i>Dismissed</i>	7	58.3%

Thursday Demand Analysis

To answer a question that was asked at last month's board meeting, it was confirmed that the low Thursday demand system wide in the month of November was directly attributable to the Thanksgiving holiday. The data below examines Thursday demands at each facility during the months of October – December to see the data trends.

	10/6/11	10/13/11	10/20/11	10/27/11	11/3/11	11/10/11	11/17/11	11/24/11	12/1/11	12/8/11	12/15/11	12/22/11	12/29/11
	Thurs	Thurs	Thurs	Thurs	Thurs	Thurs	Thurs	Thurs	Thurs	Thurs	Thurs	Thurs	Thurs
Haviland	215	252	267	209	211	232	208	17	237	250	272	314	277
NW	72	97	113	104	130	108	113	4	117	111	135	195	230
Webster	424	427	459	332	357	425	501	107	365	471	492	588	769
YDG	59	64	77	88	67	82	31	2	92	39	66	70	100
Maritime	117	164	142	197	139	197	281	61	292	183	588	212	1,033
SNRR Lot	95	92	90	78	82	74	81	14	84	93	83	65	48
SNRR EB	125	140	137	85	128	132	139	36	138	131	151	120	92
SNRR G	103	103	115	127	139	123	280	30	149	120	149	105	81
On-St	1,182	1,155	1,172	1,038	1,122	1,123	1,056	113	1,072	1,174	1,198	1,279	1,255
Totals	2,392	2,494	2,572	2,258	2,375	2,496	2,690	384	2,546	2,572	3,134	2,948	3,885

