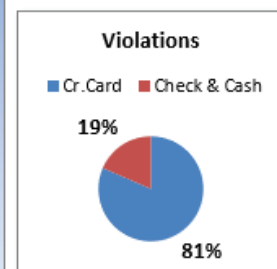
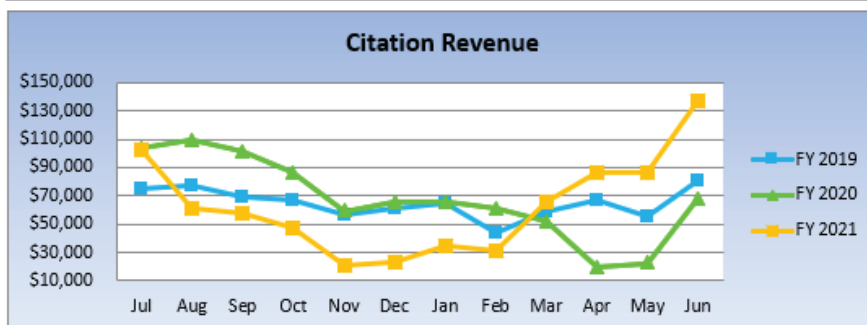
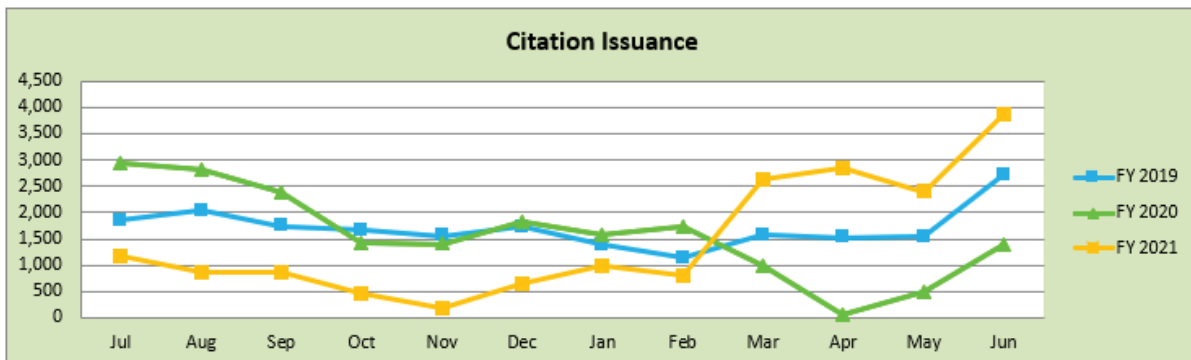


## Parking Enforcement

- YTD through July 2021, ticket issuance was **up 246.6%** and citation revenue was **up 59.4%** compared to the same period last year.
- Compared to last month, July ticket issuance was **up 6.2%** and citation revenue was **up 20.2%**.
- Citation revenue accounts for **24.7%** of system revenues YTD.



## 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        | \$71,346                |
| 2022        | \$8,570                 |

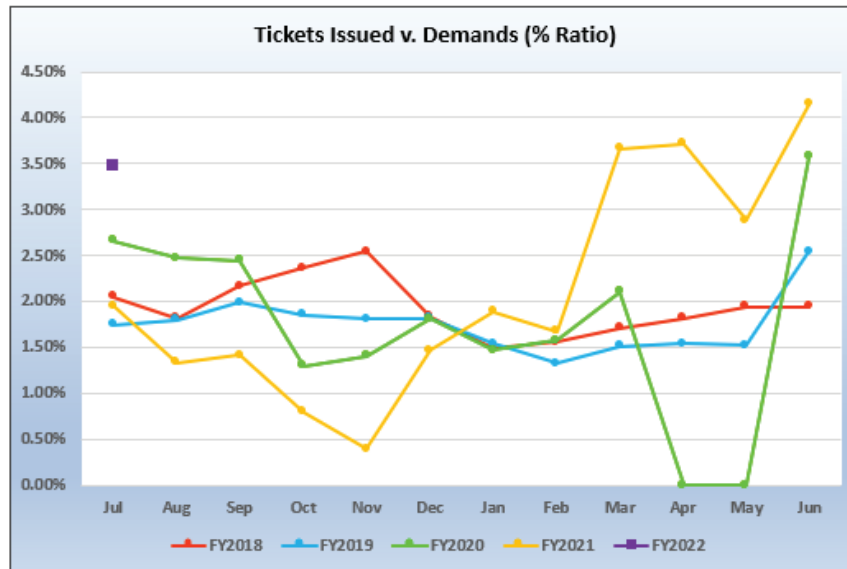
YTD thru July

## Booting Activity

| Month        | Number of vehicles booted |
|--------------|---------------------------|
| Jan-21       | 2                         |
| Feb-21       | 1                         |
| Mar-21       | 6                         |
| Apr-21       | 7                         |
| May-21       | 1                         |
| Jun-21       | 6                         |
| <b>Total</b> | <b>23</b>                 |

## 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  | AVERAGE |
|--------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|---------|
| 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 | 1,813   |
| 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 | 1,710   |
| FY2020 | 2,933 | 2,816 | 2,369 | 1,431 | 1,407 | 1,835 | 1,565 | 1,722 | 976   | 72    | 480   | 1,398 | 19,004 | 1,584   |
| FY2021 | 1,189 | 867   | 852   | 475   | 176   | 654   | 997   | 801   | 2,616 | 2,834 | 2,398 | 3,880 | 17,739 | 1,478   |
| FY2022 | 4,121 |       |       |       |       |       |       |       |       |       |       |       | 4,121  | 4,121   |

### Demands

|        | Jul     | Aug     | Sep    | Oct     | Nov     | Dec     | Jan     | Feb     | Mar     | Apr    | May     | Jun     | TOTAL     | AVERAGE |
|--------|---------|---------|--------|---------|---------|---------|---------|---------|---------|--------|---------|---------|-----------|---------|
| 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 | 94,131  |
| 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 | 97,345  |
| 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   | 77,865  |
| FY2021 | 60,962  | 65,055  | 60,234 | 59,448  | 44,445  | 44,600  | 52,682  | 47,949  | 71,404  | 76,193 | 83,038  | 93,578  | 759,588   | 63,299  |
| FY2022 | 118,674 |         |        |         |         |         |         |         |         |        |         |         | 118,674   | 118,674 |

### Ratio (%) - Tickets v. Demands

|        | Jul   | Aug   | Sep   | Oct   | Nov   | Dec   | Jan   | Feb   | Mar   | Apr   | May   | Jun   | AVERAGE |
|--------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|---------|
| 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% | 1.94%   |
| 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% | 1.68%   |
| FY2020 | 2.66% | 2.48% | 2.45% | 1.30% | 1.40% | 1.81% | 1.47% | 1.58% | 2.10% | 0.00% | 0.00% | 3.57% | 1.57%   |
| FY2021 | 1.95% | 1.33% | 1.41% | 0.80% | 0.40% | 1.47% | 1.89% | 1.67% | 3.66% | 3.72% | 2.89% | 4.15% | 1.93%   |
| FY2022 | 3.47% |       |       |       |       |       |       |       |       |       |       |       | 3.47%   |

## Customer Courtesy Program

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

| Summary of courtesy tickets for July 2021 |          |          |
|---|----------|----------|
|   | Jul-21   | YTD      |
| Number of courtesy card program dates     | 11       | 11       |
| Total number of courtesy tickets given    | 352      | 352      |
| \$ Value of Additional Meter Time         | \$176.00 | \$176.00 |
| # Violations after Courtesy Time Expired  | 100      | 100      |
| \$ value of courtesy tickets              | \$6,300  | \$6,300  |

## Online Reservations

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