

# *Individual Station Report*

## South Norwalk

U R B I T R A N **R** E P O R T

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Prepared to

Connecticut Department of Transportation

Submitted by

Urbitran Associates, Inc.

July 2003

# *Stakeholder Interview*

U R B I T R A N **R** E P O R T



Prepared to

Connecticut Department of Transportation

Submitted by

Urbitran Associates, Inc.

### *Norwalk*

The meeting in Norwalk included the Mayor and representatives of public works. The City had met with Harry Harris recently regarding the governance issue; from that discussion, they were led to understand that CDOT wants to take control of the entire station program, which would include the purchase of the South Norwalk station from the City. Subsequent to the meeting, however, it appears that CDOT could not afford to purchase South Norwalk Station, so the issue is still open for discussion. There are other issues as well, including how MNCR costs are allocated to the local stations, and the potential that MNCR costs may escalate sharply with new work rules.

Norwalk has recently formed a parking authority to oversee all of its parking properties, both rail and non-rail related. Therefore, any change to the current arrangement for rail parking, both at South Norwalk and East Norwalk, would have to be studied to determine the impact on the overall parking program.

Currently, the revenues collected for parking or other ancillary activities (subleases) have to be allocated to the station for which they are collected. Thus, monies collected in South Norwalk go to operating South Norwalk, and those for East Norwalk for East Norwalk. The City would like to be able to use the funds flexibly for both stations. The City representatives were asked about using this concept in the larger sense, e.g. moving parking revenues from town to town under a centrally controlled system run by CDOT. Without further study, they were not inclined to view this action positively.

The discussion turned to the equalization of parking fees across all stations, or at least the rationalization of fees. There was agreement that this has some merit; within the City, the price for parking is clearly too low in Rowayton, thus attracting people from all over who might otherwise use a local station. Furthermore, the low fees have created a pressure to build more parking in Rowayton, and CDOT has mandated 40 more spaces despite local opposition; with better control of parking fees, the pressure for expansion in Rowayton might be shifted to other stations and could be tied into a regional transportation management approach.

There is an issue concerning the current lease arrangement at East Norwalk, and specifically the secondary lease arrangement concerning the use of, and payment for, the lot at St. Thomas Church, as well as a question concerning future arrangements for non-state/satellite lots if CDOT took control of the station program. CDOT would have to determine how they would contract for secondary lots, and how liability would be covered in such arrangements. At present, the issue of liability, maintenance, and lease costs is an issue that the City is trying to address. They pay the church \$10,000 a year for the use of the lot, and do the routine maintenance of the lot as well. The total rent is \$ 20,000 of which half is paid by the state and the half paid by the City is to come from "excess revenues" of which there are none. When the City wanted to raise the permit fees at East Norwalk, the commuters rejected the idea out of hand. Finally, the City believes, in the reading of the lease, that the entire \$ 20,000 should come from the state, as the contracting partner for the agreement. The City is not on the lease, which is between the State and St. Thomas Church. The City, furthermore, is doing maintenance there, but this is not spelled out in the lease as their responsibility. When considering the cost of the St. Thomas lot, the City recognizes that the cost is far more than the lease cost, as it pays for such things as liability insurance and maintenance, plowing, etc. All of these issues have been raised with CDOT.

With regard to the state lot at East Norwalk, the City is happy with the current shared responsibilities and finds both CDOT and MNCR responsive.

The City owns and operates South Norwalk Station. They have a person on-site at all times (24 hours a day) and would need assurances in any state plan that this would continue. The city is happy with the arrangements and gets any support it needs from CDOT and MNCR.

The Parking Authority can issue bonds and therefore it would help if the revenues from the stations could be channeled through the authority, building a stronger revenue stream. This cannot be done under the current agreement, which requires that the revenues be allocated to individual station accounts. If CDOT would allow for a broader interpretation of the rules regarding revenue accounting, then the City would be in a better position to build more parking for both rail and non-rail use, and for building mixed use lots as well that could benefit both the rail customers and community. The Authority could still maintain separate line item accounts suitable for CDOT review.

The City also thinks that the Merritt Seven station arrangements need to be looked at and considered in the long range planning for rail service. The station was privately built by the developer of Merritt Seven, and maintained by the developer with CDOT assistance. The city has no role there. Parking is free.

The long-term vision for Norwalk calls for a station to be located in the East Avenue/Wall Street area, and another for Reed-Putnam; both would be on the Danbury branch. Also, the City most likely wants to retain control over the station program to keep them in character with the adjacent land uses, particularly in residential areas.

In summary, there were three main issues raised and discussed: the issue of cross subsidization between stations, which would be more efficient and cost-effective; the operating costs and arrangements at East Norwalk including the understatement of total costs and the proper allocation of payments between the State and Norwalk; and the ability of the parking authority to use the rail revenue stream to strengthen its ability to raise funds and ultimately to build mixed use parking structures. In addition, Norwalk feels strongly that it “stepped up to the plate” when a new South Norwalk Station was built and assumed both the potential risks and rewards, and therefore it is not sure that it would willingly relinquish control of the budget, local decision-making, and long-term planning without significant guarantees from CDOT and without a demonstrated benefit to its local plans and Parking Authority program.

# *Customer Opinion Survey*

U R B I T R A N **R** E P O R T



Prepared to

Connecticut Department of Transportation

Submitted by

Urbitran Associates, Inc.

## **South Norwalk**

Survey distribution at South Norwalk was nearly twice that of East Norwalk (500 vs. 288). Due to surveys being placed at the coffee shop for pick-up by commuters, the response rate was low. Sixty-four of the 500 surveys were returned for a response rate of 13%. The normal commuter profile was somewhat less pronounced at South Norwalk.

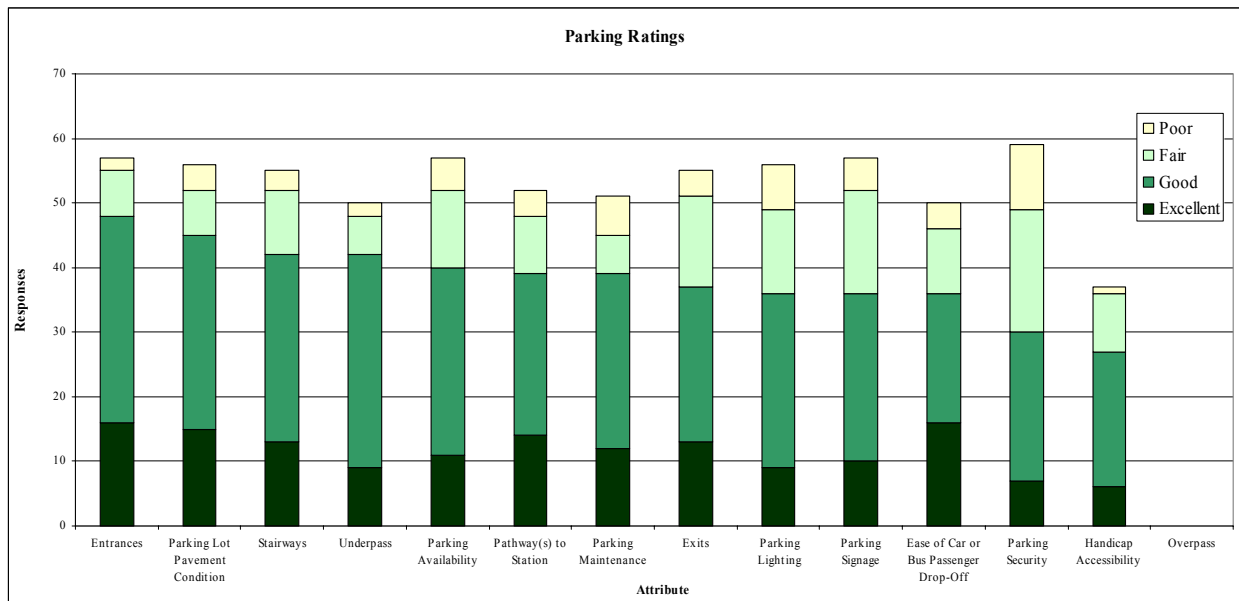
While a majority of respondents still indicated daily travel from the station, only 66% of South Norwalk customers surveyed rode the train daily as opposed to 90% or higher at most stations. Nineteen percent traveled at least once a week, 10% at least once a month, and 5% even less frequently. Correspondingly, a somewhat lower percentage of 79% traveled for work or school, although 16% did indicate travel for other business purposes. The fact that 90% of customers surveyed normally traveled during the peak periods is more in line with other stations, though still somewhat lower. Only 31% of customers surveyed held a parking permit, and of those who did not, only 21% indicated they were on a waiting list.

The gender balance was closer at South Norwalk as well, with 55% male customers surveyed and 45% female. Ninety-three percent of respondents were between the ages of 25 and 64, and though average incomes were relatively high, the income distribution was more varied at South Norwalk. The middle income brackets (\$25k-50k, \$50k-75k, \$75-100k) represented a greater proportion of respondents than at many other stations (51% combined). Nonetheless, a high percentage (approximately 49%) of customers continued to report incomes greater than \$100,000.

South Norwalk, refurbished and reconstructed in 1994 and 1996 respectively, rated considerably higher for the various station elements than other older stations.

The parking elements of the station were generally rated favorably; the majority of respondents rated all parking elements ‘good’ or ‘excellent.’ Nevertheless, over half the parking elements did receive combined ‘fair’ and ‘poor’ ratings from at least one quarter of respondents. Figure 124 shows how South Norwalk respondents felt about the parking situation. The three lowest ranked parking elements were lighting, signage, and security (security being the lowest with 49% ‘fair’ or ‘poor’ ratings). Thus, no parking elements had a majority of negative ratings. South Norwalk does not have an overpass. Highly rated parking elements included the underpass, pavement condition, and entrances. The entrances were the highest rated element with 84% satisfaction.

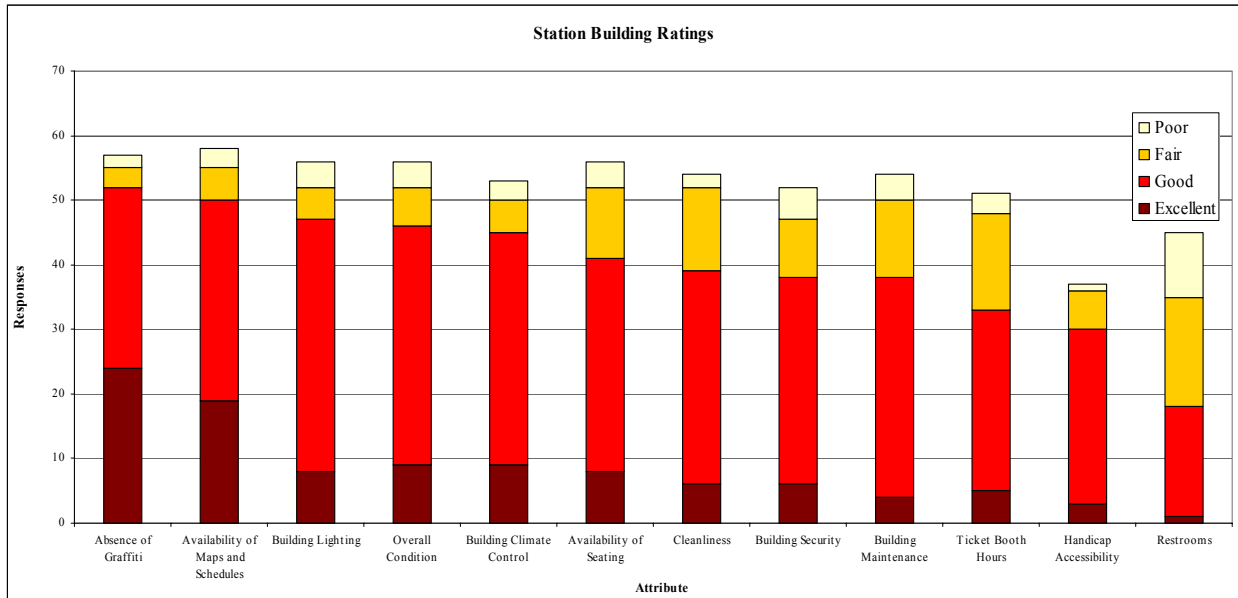
Figure 124: South Norwalk Station Parking Ratings



The station building was also rated favorably in most categories, although security once again received some negative ratings (27% ‘fair’ or ‘poor’). The lowest ranked element in the station building was restrooms with 60% negative ratings, the only element with a majority of unsatisfactory marks. Handicap accessibility had 81% positive ratings, but only 30 people who rated the condition favorably. Conversely, the absence of graffiti was the most appreciated by respondents (52 respondents for 91%). The availability of maps and schedules, building lighting, building climate control, and the overall station condition all received positive ratings in the 80% to 90% range. Eighty-two percent of respondents were satisfied with the present overall condition of the station building. The high ratings at South Norwalk are no doubt due to the newer station building. Figure 125 details how South Norwalk respondents perceived the condition of the station building elements.

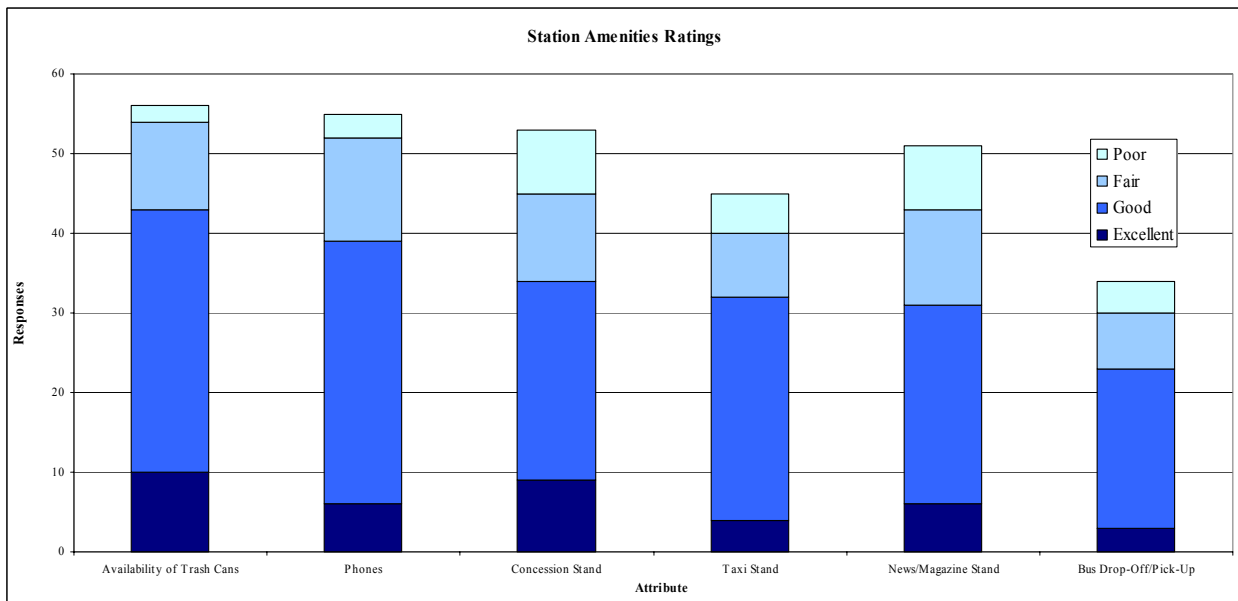


Figure 125: South Norwalk Station Building Ratings



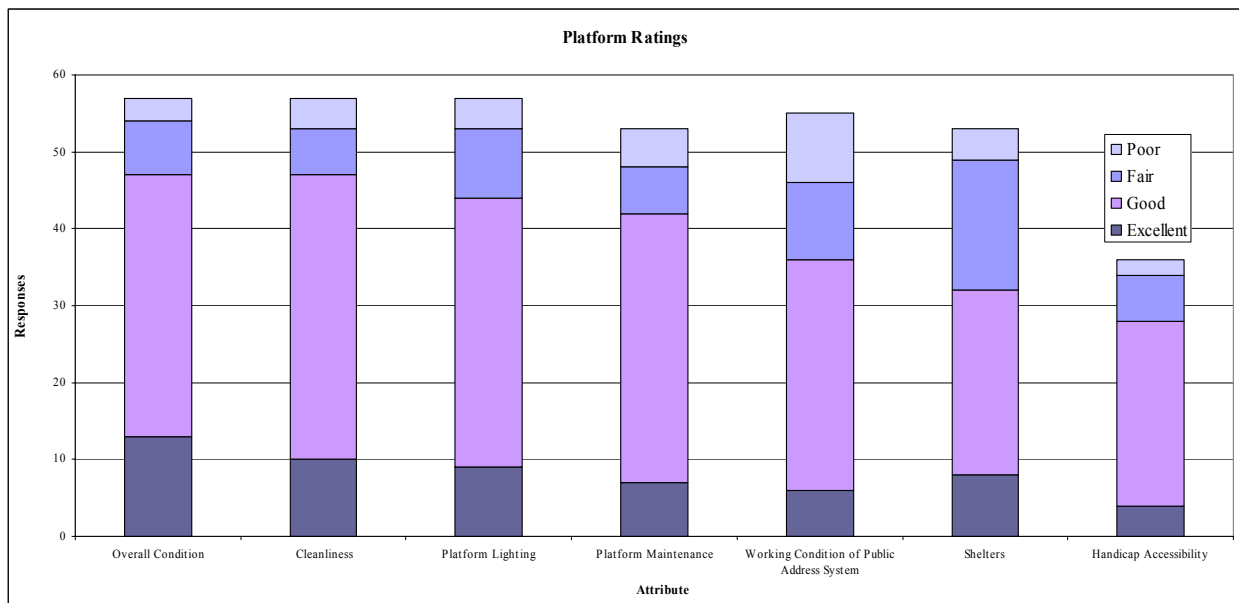
Although all but one of the station amenities listed received at least 25% ‘fair’ or ‘poor’ ratings, none was negatively rated by an overwhelming number of customers. Figure 126 shows the amenity situation in South Norwalk. The best rankings were given to the availability of trash containers (77%) and to the phones (71%). The lowest ranked amenity was the news/magazine stand. Although the bus drop-off/pick-up amenity had a higher percentage of positive ratings (68%), it did have fewer respondents rate it favorably (23) as compared to the 31 people rating the news/magazine stand favorably.

Figure 126: South Norwalk Station Amenities Ratings



Finally, the platform elements were all rated ‘good’ or ‘excellent’ by most survey respondents. South Norwalk had the highest percentage of positive ratings for platform elements of all the stations on the New Haven Line. Ratings were all between 60% and 80% positive. Figure 127 describes the platform situation in South Norwalk. The only two elements that received a notable percentage of ‘fair’ or ‘poor’ ratings were the shelter (40% unsatisfied) and the working condition of the public address system (35% negative), although each of these was comparatively lower than other stations. Handicap accessibility had a higher percentage of positive marks (77%) than shelters did, but handicap accessibility had fewer actual respondents rate them favorably (28 as compared to 32). Eighty-two percent of respondents were satisfied with the overall condition of the platform. The same can be said for platform cleanliness.

Figure 127: South Norwalk Station Platform Ratings



The results of this survey for South Norwalk were compared to those of the most recent Metro-North survey effort. Results were generally similar for comparable factors in both survey efforts. The condition and cleanliness of the station and platform were between 70% and 85% for all factors, and comparable for both surveys with respondents to this survey rating elements slightly higher. The condition of the public address system was rated lower in this survey effort, with 65% satisfied as compared to 68% in the Metro-North survey. The rating of parking availability was the same (70%) for both surveys.

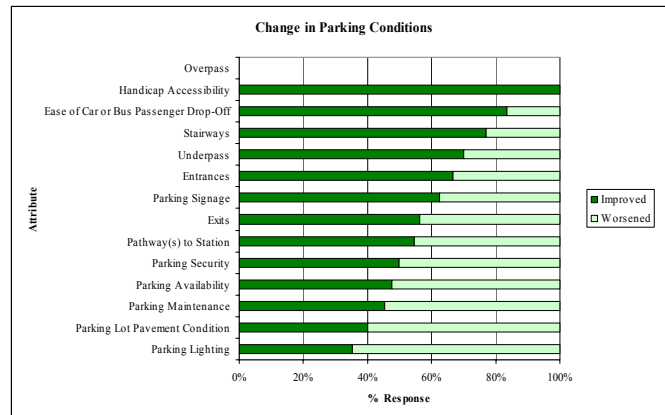
### Change

With reasonably high ratings for the current conditions at the South Norwalk Station due to recent refurbishing and reconstructing, it can be understood why change ratings were lower for all 4 categories of elements.

Figure 128 shows the change in the parking situation over the previous 2 years at South Norwalk. Improvement ratings for parking ranged from 100% improvement to only 35%

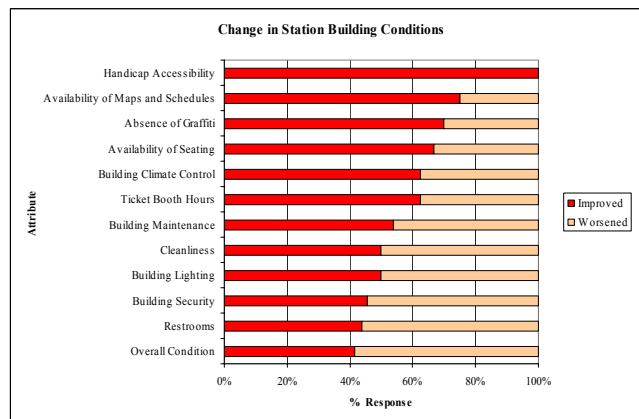
improvement. All South Norwalk respondents (3 people) were completely satisfied with improvement in handicap accessibility. The element with the highest number of respondents (17), parking lighting, had the highest percentage of ‘worsened’ ratings (65%). South Norwalk does not have an overpass

Figure 128: South Norwalk Station Change in Parking Conditions



South Norwalk respondents rated change to the station building very similarly to how they rated change in parking. Only 42% of respondents noticed improvement in the overall condition of the station building during the previous 2 years, making overall condition the least improved condition. All 5 respondents to the handicap accessibility question said that it had improved completely (100% improvement). Three quarters of respondents thought that availability of maps and schedules had improved over the past 2 years. Figure 129 lists the change ratings of building elements in South Norwalk.

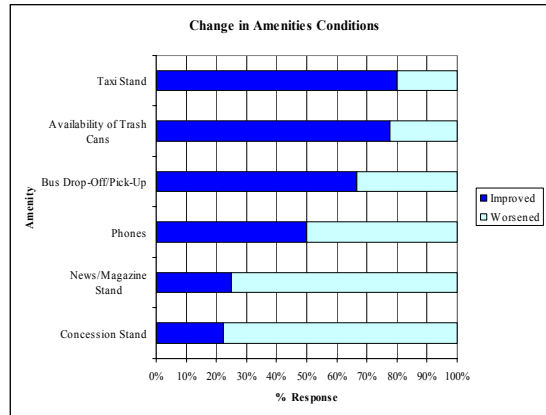
Figure 129: South Norwalk Station Change in Building Conditions



Amenities were perceived as the least improved of the station element categories. Figure 130 describes how South Norwalk respondents thought that amenities had changed during the previous 2 years. The concession stand and the news/magazine stand were both rated as ‘worsened’ by a majority of respondents (78% and 75%, respectively). The taxi stand was thought to have improved by 80% of South Norwalk respondents, making it the most improved

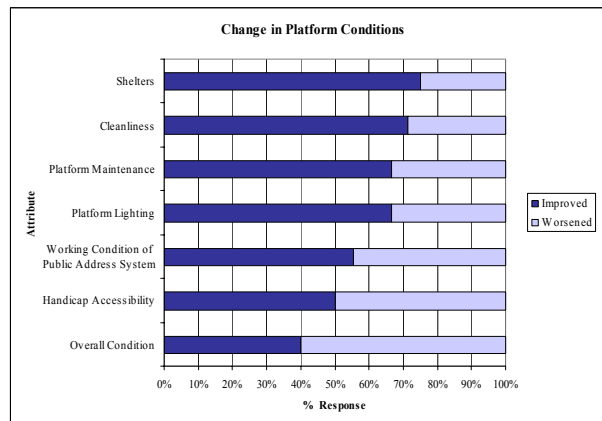
amenity. As with most other stations, the availability of trash cans was also noted to have improved (by 78% of respondents).

Figure 130: South Norwalk Station Change in Amenities Conditions



Opposite to the amenities, the platform elements in South Norwalk were the most improved of the conditions in question. As with the rest of the change conditions, the platform ratings were still not particularly robust despite being the highest for the station. Figure 131 describes the opinions of the changed condition of the platform in South Norwalk. Ironically, the element rated as least improved was the overall condition of the platform. The overall condition of the platform was rated thought to have worsened by 60% of respondents, making it the only platform element with a majority of ‘worsened’ ratings. Platform shelters were the most improved elements with 75% improvement ratings. Cleanliness was also thought to have improved by 71% of respondents.

Figure 131: South Norwalk Station Change in Platform Conditions



As noted, the change ratings in South Norwalk were considerably lower than the ratings of the current situation because the station had already gone through refurbishing and reconstructing prior to the survey term in question. The most notable elements requiring attention (less than 50% improvement ratings) were pointed out to be: parking availability, parking maintenance,

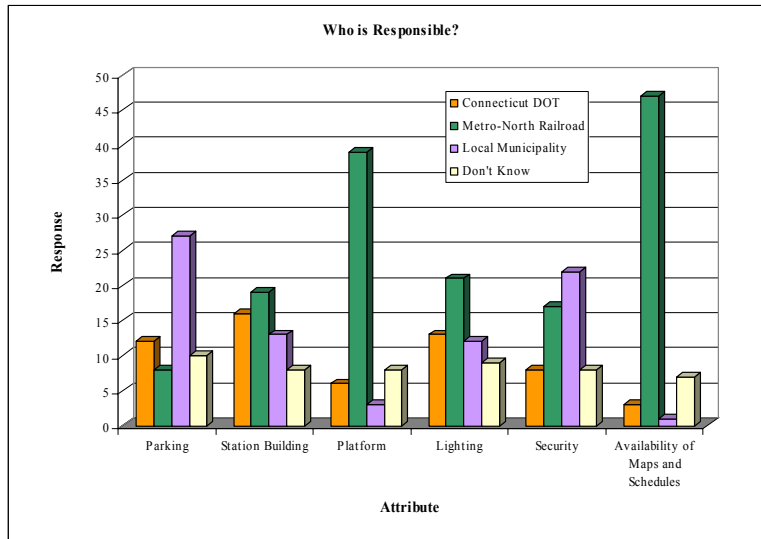
parking lot pavement condition, parking lighting, building security, restrooms, building overall condition, news/magazine stand, concession stand, and platform overall condition.

### *Responsible Agencies*

Figure 132 shows who South Norwalk respondents thought was responsible for these elements: parking, station building, platform, lighting, security, and availability of maps and schedules. Respondents were generally not positive who was responsible for each element. Only 2 elements had a majority of respondents who thought that a particular agency was in charge of a particular element. The following describes how South Norwalk respondents thought that responsibility was divided among agencies at the station:

- Most (47%) South Norwalk respondents thought that the local municipality was responsible for parking. Another 21% thought it was Connecticut DOT, and 18% did not know who was responsible
- For the station building, most (34%) respondents thought that Metro-North was responsible. The remaining respondents were split between thinking that Connecticut DOT (29%) or the local municipality (23%) was in charge of the station building.
- The majority (70%) of respondents thought that Metro-North had responsibility for the platform.
- With regard to lighting, most (38%) South Norwalk respondents thought that Metro-North had responsibility. The remaining percentage of respondents was fairly evenly split between those people who thought that Connecticut DOT was responsible (24%) and those people who thought the local municipality (22%) was in charge.
- The view of security responsibility was mainly split between the local municipality (40%) and Metro-North (31%). The remaining 29% of respondents was split evenly between thinking that Connecticut DOT was responsible and not knowing who was in charge.
- The vast majority (81%) of respondents thought that Metro-North was responsible for the availability of maps and schedules. The next highest percentage of respondents (12%) represented those respondents who did not know who was in charge of map and schedule availability.

Figure 132: South Norwalk Station – Responsible Agencies



*Written-In Customer Comments*

When asked to write in their comments, the largest percentage of South Norwalk respondents wrote in overall good comments. The good comments were probably attributable to the improvements made to the station before the survey. Another 11% thought that more trains or train cars were necessary in South Norwalk. Still another 11% requested cleaner restrooms on trains and in stations. Several other comments were written-in by either 1 or 2 people. All of the comments listed are presented in Table 13.

**Table 13: South Norwalk Station – Written-In Customer Comments**

<b>Comment Code</b>	<b>Comment</b>	<b># Responses</b>	<b>%</b>
49	Overall good comments	5	14.3%
65	More trains (cars) needed	4	11.4%
68	Cleaner restrooms on trains and in stations	4	11.4%
10	Lighting needs improvement	2	5.7%
18	Need more parking areas	2	5.7%
33	Need security at parking areas	2	5.7%
44	Parking too expensive	2	5.7%
62	Need better security company	2	5.7%
7	Long wait on parking list	1	2.9%
12	Could use benches & protected shelters from rain/snow with heat/air	1	2.9%
21	Traffic officers needed during rush hours	1	2.9%
22	Cleaner trains	1	2.9%
24	Cleaner platforms	1	2.9%
25	Elevators need work	1	2.9%
28	Attitude of personnel needs improvement	1	2.9%
35	Train schedules usually inaccurate	1	2.9%
43	Need express service	1	2.9%
59	Trains in terrible condition	1	2.9%
81	Concession stands to open early	1	2.9%
84	Discount tickets for 10 trips	1	2.9%
	<i>Total Comments</i>	35	100.0%

# *Parking Inventory and Utilization*

U R B I T R A N **R** E P O R T



Prepared to

Connecticut Department of Transportation

Submitted by

Urbitran Associates, Inc.



## South Norwalk

South Norwalk rail station parking is provided in a structure/garage and in a surface parking lot. Parking is available for permit (annual or monthly), daily, and handicap commuters in the garage, although daily spaces are not marked in the garage. Only daily parking is available in the surface lot. Permit parking accounts for 694 spaces in the garage. Fourteen spaces are designated for handicap parking in the garage. The surface lot provides 108 daily parking spaces.

Permit and handicap parking were at capacity. Parking capacity and utilization details are shown in Table 13.

### *Parking Area Ownership*

The garage and surface lot at the South Norwalk Rail Station are both owned by the City of Norwalk. Thus, the State of Connecticut owns 0.0% of the parking at the South Norwalk Station. Figure 13 maps the location and ownership status of the parking areas.

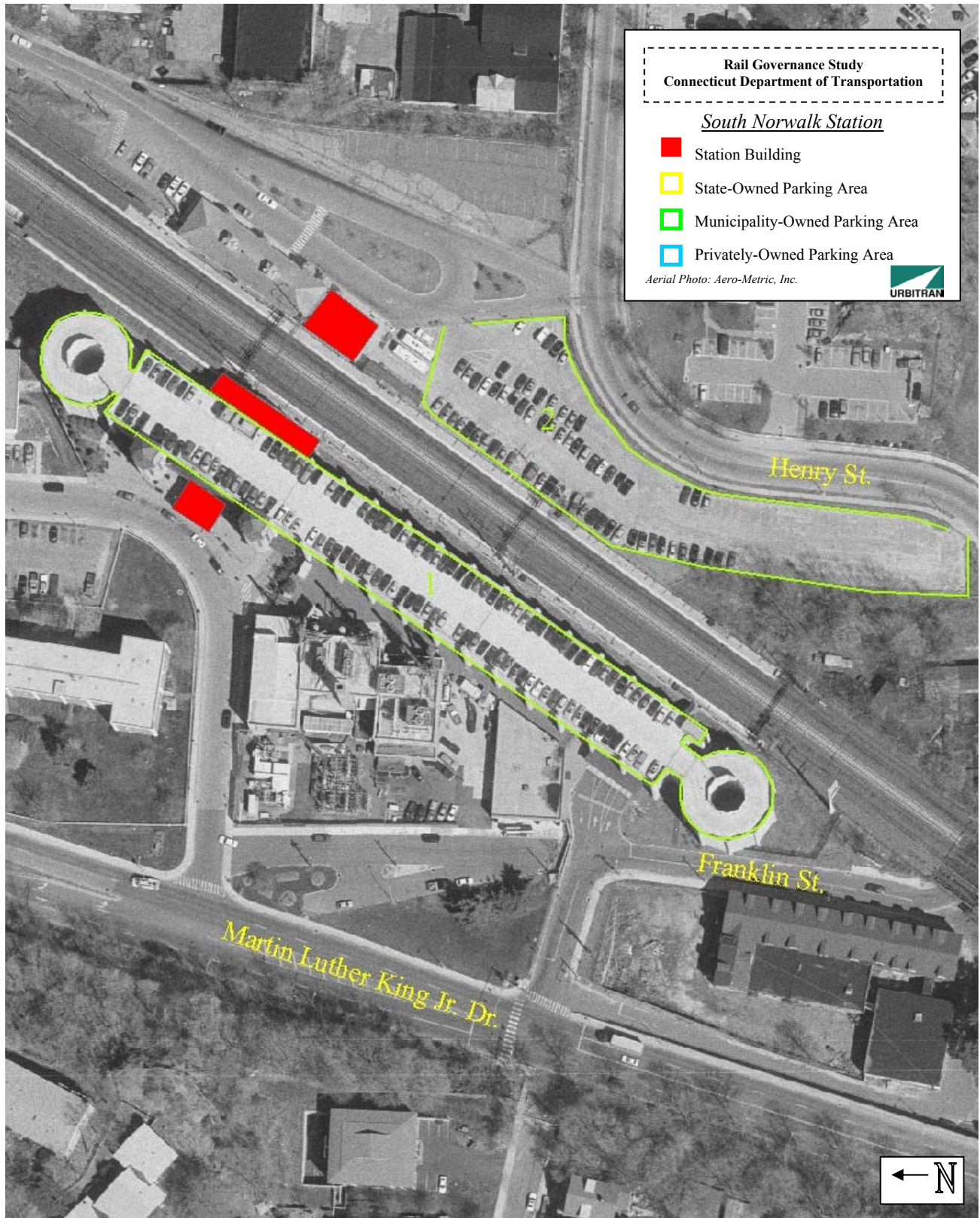
### *Fee Structure*

Parking fees for the South Norwalk Station include an annual permit fee of \$650.00, a \$63.60 monthly fee, a \$6.50 daily fee on weekdays, and a \$4.75 daily fee on weekends. The South Norwalk Station sells 370 annual permits and 610 monthly permits every year, an over-sale ratio of 41.2%. The waiting list for a permit is 85 people long, and the wait time is estimated to be 2-6 months. South Norwalk also sells 100-110 debit cards annually.

**Table 13: South Norwalk Rail Station Parking Capacity and Utilization**

Location	Capacity	Vehicle Count	Utilization	Ownership
<b>Garage</b>				
Permit	694	694	100.0%	municipality
Daily	0	0	N/A	
Handicap	14	14	100.0%	
<b>Total Lot 1</b>	<b>708</b>	<b>708</b>	<b>100.0%</b>	
<b>Street Lot</b>				
Permit	0	0	N/A	municipality
Daily	108	15	13.9%	
Handicap	0	0	N/A	
<b>Total Lot 2</b>	<b>108</b>	<b>15</b>	<b>13.9%</b>	
<b>Permit</b>	<b>694</b>	<b>694</b>	<b>100.0%</b>	<i>municipality</i>
<b>Daily</b>	<b>108</b>	<b>15</b>	<b>13.9%</b>	<b>816</b>
<b>Handicap</b>	<b>14</b>	<b>14</b>	<b>N/A</b>	<i>state</i>
<b>TOTAL PARKING</b>	<b>816</b>	<b>723</b>	<b>88.6%</b>	<b>0</b>

Figure 13: South Norwalk Rail Station Parking Map



# *Station Operations Review*

U R B I T R A N **R** E P O R T



Prepared to  
Connecticut Department of Transportation

Submitted by  
Chance Management

Under Contract to  
Urbitran Associates, Inc.

## NORWALK

### **East Norwalk, South Norwalk, Merritt 7, and Rowayton Stations**

The four stations situated within the City of Norwalk have different leases, lessees, operating and maintenance clauses, and overall governance strategies. Therefore, the stations should be seen as separate entities and not part of one overall governance approach.

The City of Norwalk is only involved with the operations and maintenance of the East Norwalk and the South Norwalk Stations. East Norwalk Station provides surface lot parking while South Norwalk Station provides its commuters a parking garage. The East Norwalk parking situation has a significantly higher portion of City involvement because it is a surface lot. Security, maintenance, and operations are completed through various City departments. However, the South Norwalk Garage has its operations, maintenance and security contracted to private firms.

The Merritt 7 Station seems not to have an operator, according to interviews. Although ADP, the developer of the area surrounding this station, and its subsidiary, Merritt Seven, Inc., own the area and provide some services, it was questionable what role the City plays in the operations or maintenance of the lot. Neither the developer nor the City offered consistent answers to questions of which entity is responsible for which operations.

The Rowayton Station lot is operated and maintained by the 6<sup>th</sup> Taxing District. The District is a State chartered municipal corporation that has the ability to tax its residents for services that the City of Norwalk was not historically willing to supply. The District's affairs are governed by a three-member commission that meets monthly.

## **Agreements**

### **EAST NORWALK**

The State has a lease with the City of Norwalk and the Norwalk Factory Outlet Limited Partnership for the East Norwalk Station and parking lot parcel. At the point of this documentation, the lease had expired and had not been renewed. Under the provisions of this lease, Metro-North is responsible for the platform maintenance and the City and Factory Outlet are responsible for the maintenance of the lot.

In addition to the lease with the City of Norwalk and the Norwalk Factory Outlet, the State has a license agreement with the St. Thomas Church, located near the East Norwalk Station. The license allows the State to use the St. Thomas Church parking lot for Commuter Railroad Parking, and has a month-to-month renewal option. Under the terms of the lease, the State pays the Church \$20,000 a year for the agreement to park at this lot. In return, the Church maintains the lot.

Landscaping at the station parking lot is performed by a Civic Association that works with the Department of Public Works.

### **SOUTH NORWALK**

The City of Norwalk has a detailed lease with a private parking operator referred to as the “ALLRIGHT Parking Management, Edison Parking Management, and Central Parking Corporation” throughout the lease. This complicated terminology is the result of the acquisition of the other companies by Central Parking Corporation. This private operator is responsible for virtually all responsibilities of operations and maintenance of the parking facility.

The City of Norwalk has a lease with UNNICO Security Services, Inc. to provide security at parking lots and garages throughout the City.

### **MERRITT SEVEN**

The State leased a parcel of land to Merritt 7 Station, Inc. so that this private entity could build a platform and adjacent parking to serve the employees of the private office development in the surrounding area. The lease requires that parking be free, and this provision is followed.

There is no formal agreement with the City of Norwalk regarding the maintenance of the lots; however, the Department of Public Works performs these duties and not the private entity that owns the land.

### **ROWAYTON**

The State leases two parcels of land that make up the Rowayton commuter rail parking area to the 6<sup>th</sup> Taxing District. The 6<sup>th</sup> Taxing District is responsible for the operations and maintenance of the station including, but not limited to, snow removal and security.

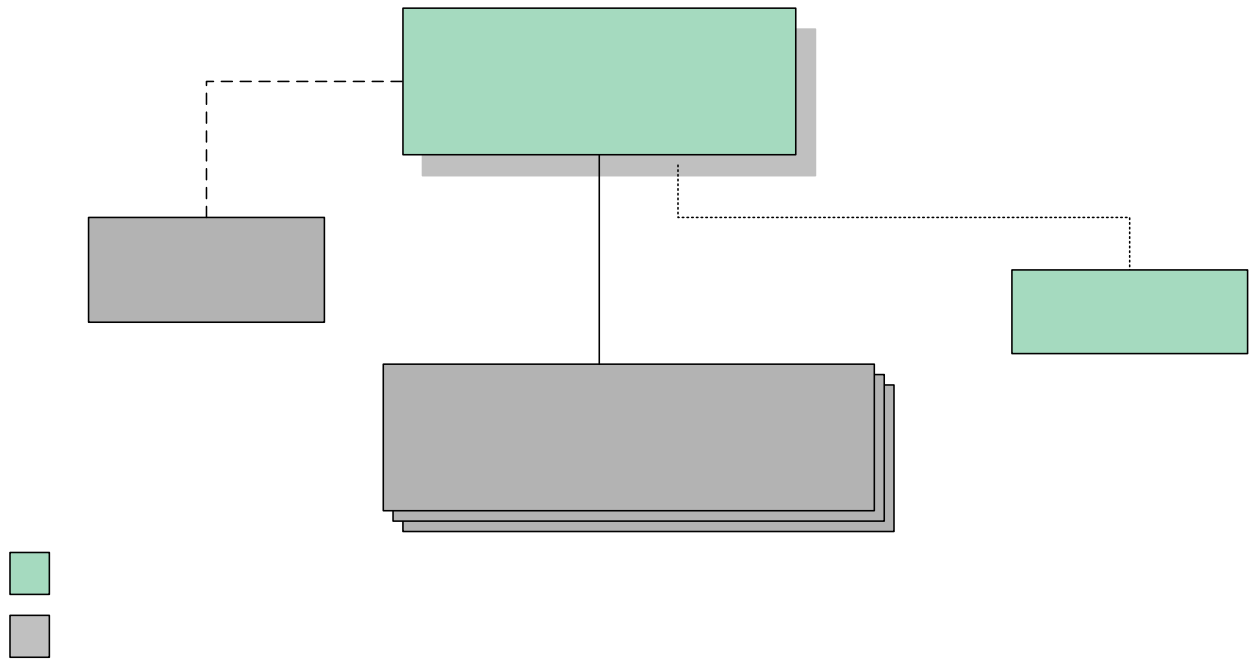
Bob's R and R, a company that leases the space from the State, provides vending and routine maintenance to the station. This agreement is with the State and not with the 6<sup>th</sup> Taxing District.

## **Organizational Structure**

There were no organization charts available for the operations of any of the Norwalk stations and corresponding parking facilities. The organization charts below were created from information gathered from City employees, ADP, and the 6<sup>th</sup> Taxing District.

## SOUTH NORWALK

The parking garage at the South Norwalk Station is operated by ALLRIGHT Parking Management/Edison Parking Management/Central Parking Corporation. This private company reports directly to the Department of Public Works. A second private company, UNICCO, provides security for the garage and reports informally to the Department of Public Works and the Police Department. The Police Department provides additional security.



## Operating Procedures

### EAST NORWALK

As discussed in the lease agreement section, Metro-North maintains the platforms but the City maintains the lot. However, there is an additional lot licensed to the State by St. Thomas Church. The Church operates and maintains its lot, although the weekday commuters that park there are processed for permits and enforcement through the Department of Public Works. The Department of Public Works is responsible for the permits, fees, customer service, tenant performance, and parking enforcement for both lots. A private company, UNNICO, has a contract with the City for security of the lot. The Police Department provides additional security.

<b>Procedure</b>	<b>Responsible Party</b>
Opening and Closing of Station	Metro-North
Housekeeping Inside Station	Metro-North
Housekeeping Outside Station	Department of Public Works/ St. Thomas Church
Daily Maintenance	Department of Public Works/ St. Thomas Church
Preventative Maintenance	Department of Public Works/ St. Thomas Church
Landscaping	Civic Association
Security	UNICCO and Police Department
Customer Service	Department of Public Works
Tenant Performance	Department of Public Works
Parking Enforcement	Department of Public Works
Parking Fees and Permits	Department of Public Works
Parking Operation Maintenance	Department of Public Works

### SOUTH NORWALK

There are no standard operating procedures for the garage maintenance. However, the private company that manages the garage is responsible for the general and preventative maintenance of the garage, parking enforcement, and parking permits and fees. The Department of Public Works receives and routes complaints regarding the garage. A private company, UNNICO, provides security in addition to the Police Department. The Department of Public Works and the Law Department are responsible for tenant performance.

<b>Procedure</b>	<b>Responsible Party</b>
Opening and Closing of Station	N/A
Housekeeping Inside Station	N/A
Housekeeping Outside Station	ALLRIGHT Parking Management/Central Parking/Edison Parking Management
Daily Maintenance	ALLRIGHT Parking Management/Central Parking/Edison Parking Management
Preventative Maintenance	ALLRIGHT Parking Management/Central Parking/Edison Parking Management
Landscaping	ALLRIGHT Parking Management/Central Parking/Edison Parking Management
Security	UNICCO and Police Department
Customer Service	Department of Public Works
Tenant Performance	Department of Public Works/ Law Department
Parking Enforcement	ALLRIGHT Parking Management/Central Parking/Edison Parking Management
Parking Fees and Permits	ALLRIGHT Parking Management/Central Parking/Edison Parking Management
Parking Operation Maintenance	ALLRIGHT Parking Management/Central Parking/Edison Parking Management

## **MERRITT SEVEN**

Merritt 7 is privately operated by Merritt 7 Station, Inc., a subsidiary of ADP. The station is leased from the State, and Merritt 7 Station Inc. is responsible for the day-to-day operations of the lot; however, the Norwalk Department of Public Works performs general and preventative maintenance of the lot. There are no operating procedures published for the maintenance of this platform and respective lots.

<b>Procedure</b>	<b>Responsible Party</b>
Opening and Closing of Station	N/A
Housekeeping Inside Station	N/A
Housekeeping Outside Station	City of Norwalk Department of Public Works
Daily Maintenance	City of Norwalk Department of Public Works
Preventative Maintenance	Merritt 7 (ADP)
Landscaping	Merritt 7 property (ADP)
Security	City of Norwalk Police Department
Customer Service	Merritt 7 (ADP)
Tenant Performance	N/A
Parking Enforcement	N/A
Parking Fees and Permits	N/A
Parking Operation Maintenance	N/A



# *Station Financial Review*

U R B I T R A N **R** E P O R T



Prepared to  
Connecticut Department of Transportation

Submitted by  
Seward and Monde

Under Contract to  
Urbitran Associates, Inc.

## **SOUTH NORWALK FINANCES**

### **ACCOUNTING ENTITY / BASIS**

This railroad property is owned and operated by the City of Norwalk. Therefore, there is no lease agreement with the State. The State does not have direct oversight of this property.

### **FINANCIAL REPORTING TO STATE**

There is no requirement of the City to report the finances of this operation to the State. Financial information for the City's station and railroad parking operation is not presented.

### **REVENUES**

The station offers both permit and daily parking spaces. The City of Norwalk's annual financial statements show "parking permits and fees" reported as General Fund income.

### **EXPENSES**

*Metro-North and ConnDOT* – The State incurs station expenses through its service agreement with Metro-North / Metropolitan Transit Authority. These expenses are accounted for by Metro-North and included in the charge to the State. The expenses generally relate to maintaining the platform and ticketing areas at each station.

The finances of the local government however do not include the station expenses paid by the State to Metro-North under the separate service agreement. These expenses include various maintenance responsibilities related to the stations and especially the platform area. Metro-North performs cyclical maintenance and on-call repairs and maintenance as needed. Metro-North also is responsible to maintain any ticketing area on railroad property. Such costs have been identified and included in the financial presentation.

The Metro-North service agreement also provides that the State pay for the allocated cost of station maintenance forces. These allocated indirect costs have not been included in the financial presentation.

The local government is not in direct control of the services rendered by Metro-North. These services are controlled by the service agreement. The service agreement is outside of the State lease agreement with the local government.

ConnDOT also incurs expense for its indirect administrative oversight of railroad property. These expenses were not compiled or presented in the financial presentation.

### ***CAPITAL PROJECTS***

*State Capital Grant* -The State has provided a capital project grant for the construction of the garage which was completed sometime in January 1997.

### ***FINANCIAL PRESENTATION IN COMPARISON TO THE PARKING INVENTORY***

A parking inventory and utilization report is presented separately as Task 2 in this study. That report identifies the 816 spaces owned by the City of Norwalk at the South Norwalk station, including 708 spaces in the parking garage at the station. There is no financial information presented herein for the City's operation of these parking spaces. These spaces are not governed by the State lease agreement. The finances shown herein are the State's cost for Metro-North's general maintenance of the platforms as previously explained.

**SOUTH NORWALK RAILROAD STATION AND PARKING OPERATIONS**

	YEAR 1996				YEAR 1997			
	OPERATING AGREEMENTS				OPERATING AGREEMENTS			
<u>REVENUES</u>	LOCAL GOVT	METRO-NORTH	TOTAL	%	LOCAL GOVT	METRO-NORTH	TOTAL	%
PARKING	\$ -	\$ -	\$ -	0.0%	\$ -	\$ -	\$ -	0.0%
RENTS	-	-	-	0.0%	-	-	-	0.0%
INVESTED FUNDS	-	-	-	0.0%	-	-	-	0.0%
OTHER	-	-	-	0.0%	-	-	-	0.0%
	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>	<u>0.0%</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>	<u>0.0%</u>
 <u>STATION, PLATFORMS AND PARKING EXPENSES</u>								
REPAIRS AND MAINTENANCE	\$ -	\$ 60,093	\$ 60,093	66.7%	\$ -	\$ 53,373	\$ 53,373	68.2%
UTILITIES	-	10,223	10,223	11.4%	-	8,883	8,883	11.4%
RENT	-	-	-	0.0%	-	-	-	0.0%
SECURITY	-	-	-	0.0%	-	-	-	0.0%
INSURANCE AND CLAIMS	-	7,591	7,591	8.4%	-	5	5	0.0%
GENERALLY CLASSIFIED EXPENSES (INCLUDING UNSPECIFIED - DIRECT, -INDIRECT, - ADMINISTRATIVE, -AND GENERAL ALLOCATIONS)	-	12,164	12,164	13.5%	-	15,997	15,997	20.4%
CONNECTICUT SALES TAX	-	-	-	0.0%	-	-	-	0.0%
	<u>\$ -</u>	<u>\$ 90,071</u>	<u>\$ 90,071</u>	<u>100.0%</u>	<u>\$ -</u>	<u>\$ 78,257</u>	<u>\$ 78,257</u>	<u>100.0%</u>
 <u>NET PROFIT (LOSS)</u>	 <u>\$ -</u>	 <u>\$ (90,071)</u>	 <u>\$ (90,071)</u>		 <u>\$ -</u>	 <u>\$ (78,257)</u>	 <u>\$ (78,257)</u>	
 <u>LOCAL GOVERNMENT'S RAILROAD FUND</u>								
ACCUMULATED SURPLUS (DEFICIT)	\$ -				\$ -			
LESS - LOCAL GOVERNMENT'S SHARE								
NET AVAILABLE RAILROAD FUND SURPLUS (DEFICIT)	<u>N/A</u>				<u>N/A</u>			
 <u>STATE'S AVAILABLE SHARE @ 50%</u>	 <u>N/A</u>				 <u>N/A</u>			

**SOUTH NORWALK RAILROAD STATION AND PARKING OPERATIONS**

	YEAR 1998				YEAR 1999			
	OPERATING AGREEMENTS				OPERATING AGREEMENTS			
	LOCAL GOVT	METRO-NORTH	TOTAL	%	LOCAL GOVT	METRO-NORTH	TOTAL	%
<b>REVENUES</b>								
PARKING	\$ -	\$ -	\$ -	0.0%	\$ -	\$ -	\$ -	0.0%
RENTS	-	-	-	0.0%	-	-	-	0.0%
INVESTED FUNDS	-	-	-	0.0%	-	-	-	0.0%
OTHER	-	-	-	0.0%	-	-	-	0.0%
	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>	<u>0.0%</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>	<u>0.0%</u>
 <b>STATION, PLATFORMS AND PARKING EXPENSES</b>								
REPAIRS AND MAINTENANCE	\$ -	\$ 38,106	\$ 38,106	70.8%	\$ -	\$ 44,796	\$ 44,796	72.4%
UTILITIES	-	8,164	8,164	15.2%	-	9,018	9,018	14.6%
RENT	-	-	-	0.0%	-	-	-	0.0%
SECURITY	-	-	-	0.0%	-	-	-	0.0%
INSURANCE AND CLAIMS	-	170	170	0.3%	-	40	40	0.1%
GENERALLY CLASSIFIED EXPENSES (INCLUDING UNSPECIFIED - DIRECT, -INDIRECT, - ADMINISTRATIVE, -AND GENERAL ALLOCATIONS)	-	7,405	7,405	13.8%	-	8,045	8,045	13.0%
CONNECTICUT SALES TAX	-	-	-	0.0%	-	-	-	0.0%
	<u>\$ -</u>	<u>\$ 53,847</u>	<u>\$ 53,847</u>	<u>100.0%</u>	<u>\$ -</u>	<u>\$ 61,899</u>	<u>\$ 61,899</u>	<u>100.0%</u>
 <b>NET PROFIT (LOSS)</b>	<u>\$ -</u>	<u>\$ (53,847)</u>	<u>\$ (53,847)</u>		<u>\$ -</u>	<u>\$ (61,899)</u>	<u>\$ (61,899)</u>	
 <b>LOCAL GOVERNMENT'S RAILROAD FUND</b>								
ACCUMULATED SURPLUS (DEFICIT)	\$ -				\$ -			
LESS - LOCAL GOVERNMENT'S SHARE								
<b>NET AVAILABLE RAILROAD FUND SURPLUS (DEFICIT)</b>	<u>N/A</u>				<u>N/A</u>			
<b>STATE'S AVAILABLE SHARE @ 50%</b>	<u>N/A</u>				<u>N/A</u>			

**SOUTH NORWALK RAILROAD STATION AND PARKING OPERATIONS**

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YEAR 2000

<b><u>REVENUES</u></b>	<b><u>OPERATING AGREEMENTS</u></b>			
	<b><u>LOCAL GOVT</u></b>	<b><u>METRO-NORTH</u></b>	<b><u>TOTAL</u></b>	<b><u>%</u></b>
PARKING	\$ -	\$ -	\$ -	0.0%
RENTS	-	-	-	0.0%
INVESTED FUNDS	-	-	-	0.0%
OTHER	-	-	-	0.0%
	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>0.0%</b>

**STATION, PLATFORMS AND PARKING EXPENSES**

REPAIRS AND MAINTENANCE	\$ -	\$ 70,922	\$ 70,922	46.6%
UTILITIES	-	9,110	9,110	6.0%
RENT	-	-	-	0.0%
SECURITY	-	-	-	0.0%
INSURANCE AND CLAIMS	-	54,800	54,800	36.0%
GENERALLY CLASSIFIED EXPENSES (INCLUDING UNSPECIFIED - DIRECT, -INDIRECT, - ADMINISTRATIVE, -AND GENERAL ALLOCATIONS)	-	17,198	17,198	11.3%
CONNECTICUT SALES TAX	-	-	-	0.0%
	<b>\$ -</b>	<b>\$ 152,030</b>	<b>\$ 152,030</b>	<b>100.0%</b>

**NET PROFIT (LOSS)**

**\$ - \$ (152,030) \$ (152,030)**

**LOCAL GOVERNMENT'S RAILROAD FUND**

ACCUMULATED SURPLUS (DEFICIT)	\$ -
LESS - LOCAL GOVERNMENT'S SHARE	-
<b>NET AVAILABLE RAILROAD FUND SURPLUS (DEFICIT)</b>	<b><u>N/A</u></b>
<b>STATE'S AVAILABLE SHARE @ 50%</b>	<b><u>N/A</u></b>

Traffic and Transportation  
Bridge and Civil Engineering  
Architecture  
Parking Services  
Construction Inspection  
Environmental Services  
Transit Services  
Structural Engineering

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