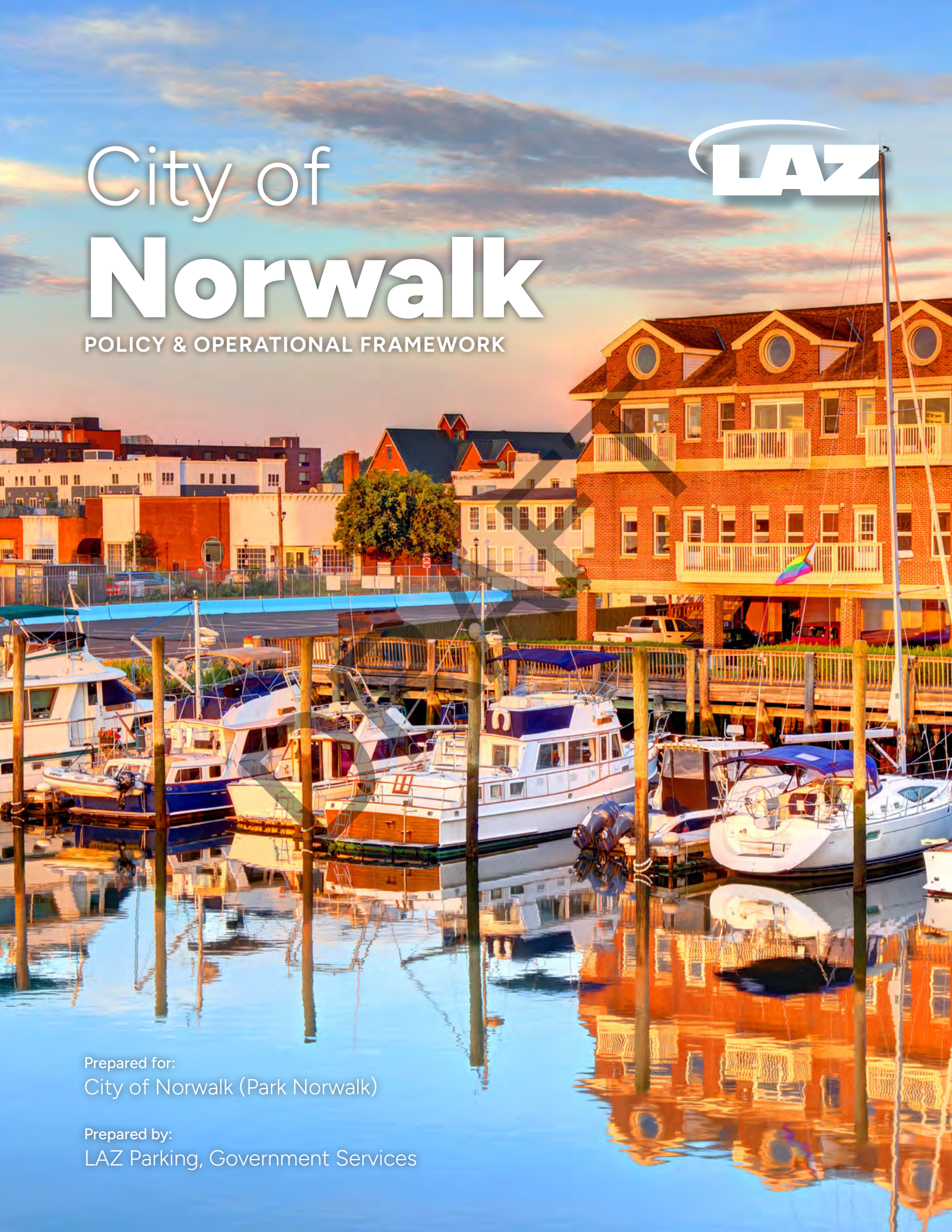


The background of the cover is a photograph of a marina at sunset. Several white and blue boats are docked at wooden piers. In the background, there are multi-story brick buildings with balconies. A rainbow flag is visible on one of the balconies. The sky is a mix of orange, pink, and blue. The title 'City of Norwalk' is overlaid on the top left in a large, white, sans-serif font. Below it, 'POLICY & OPERATIONAL FRAMEWORK' is written in a smaller, white, sans-serif font. The LAZ logo is in the top right corner, featuring the letters 'LAZ' in a bold, white, sans-serif font with a stylized swoosh above it. A large, semi-transparent 'DRAFT' watermark is oriented diagonally across the center of the image.

City of Norwalk

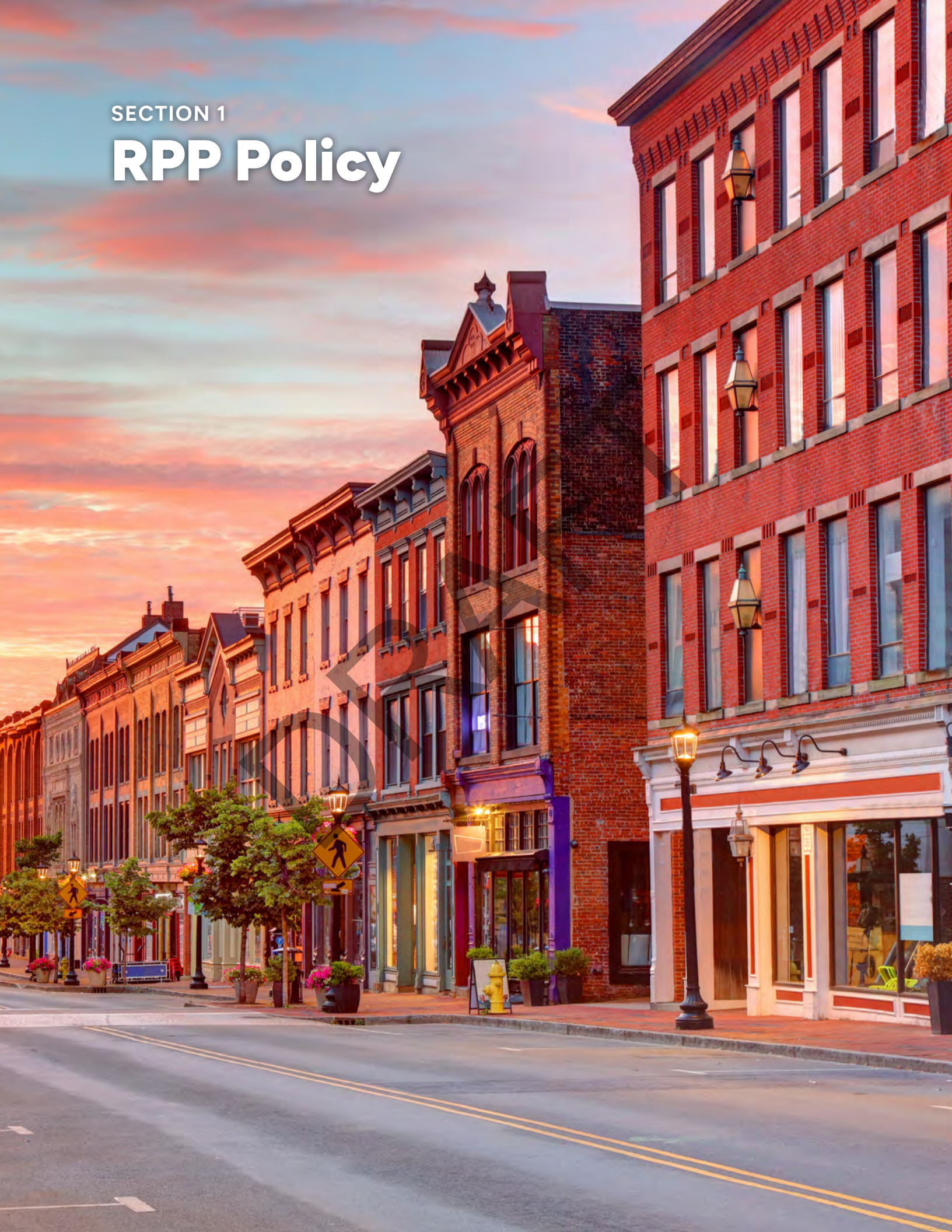
POLICY & OPERATIONAL FRAMEWORK

Prepared for:
City of Norwalk (Park Norwalk)

Prepared by:
LAZ Parking, Government Services

SECTION 1

RPP Policy



1. Program Purpose

The City of Norwalk is establishing a Residential Parking Permit (RPP) Program to protect residential access to on-street parking in neighborhoods experiencing parking demand generated by nearby institutions, transit facilities, commercial districts, waterfront destinations, and other activity centers. The purpose of the program is to improve residents' ability to access parking near their homes while maintaining flexibility for visitors, service providers, contractors, and other essential users.

The Residential Parking Permit Program is intended to serve as one component of the City's broader curb management strategy. The program recognizes that parking conditions vary significantly throughout Norwalk, and that different neighborhoods experience different parking challenges based on land use, transportation patterns, roadway design, housing types, and seasonal activity. As a result, the City has established a flexible, resident-initiated framework that allows parking management tools to be applied only where they are supported by documented parking conditions and neighborhood consensus.

The program is founded on three guiding principles:

Resident Initiated

Residential Parking Permit zones are established only when residents demonstrate community support through the City's petition process. This ensures that neighborhoods maintain local input regarding whether residential parking restrictions are appropriate for their area.

Data Supported

Permit zones are considered only after parking occupancy, and operational conditions have been evaluated by Park Norwalk. Decisions are based on documented parking demand, field observations, roadway conditions, and operational feasibility rather than perception alone.

Balanced and Flexible

The Residential Parking Permit Program is

intended to balance the parking needs of residents with those of visitors, businesses, service providers, and the broader community. The City recognizes that parking conditions differ throughout Norwalk and provides a range of parking management tools that can be applied based on documented conditions and neighborhood support.

Housing Types and Residential Eligibility

The City recognizes that residential parking needs vary across different housing types, including single family homes, two family homes, condominium developments, apartment buildings, and multifamily residential properties. Parking demand, available onsite parking, and access to public curb space can differ substantially depending on neighborhood character and development patterns.

Accordingly, the Residential Parking Permit Program is designed to accommodate a variety of residential housing types while ensuring that public curb space continues to function as a shared community resource.

Permit eligibility is established on a per **dwelling unit basis**, ensuring that residents are evaluated consistently regardless of housing type. This approach recognizes that each dwelling unit represents an individual household while allowing Park Norwalk to manage permit allocations in a manner that reflects available curb capacity.

Multifamily & Apartment Developments

For multifamily and apartment developments, Park Norwalk may consider existing onsite parking resources, approved parking requirements, and neighborhood parking conditions when administering permit allocations. Where curb capacity is limited, permit caps, phased issuance, or waitlists may be implemented to preserve the effectiveness of the program and maintain equitable access for all residents within the permit zone.

1. Program Purpose (continued)

These provisions are intended to balance the needs of apartment residents, property owners, and surrounding neighborhoods while ensuring that public parking is not used as a substitute for the private parking facilities already required.

Relationship to the Residential Parking Study

The Residential Parking Permit Program establishes the City's policy framework for the creation and administration of Residential Parking Permit zones.

The parking occupancy studies, field observations, community listening sessions, and technical analyses completed as part of this project serve

as supporting documentation for this framework.

These materials identify existing parking conditions, illustrate how occupancy thresholds may be evaluated, and provide examples of operational considerations that may inform future petitions. The study findings are included as appendices to this document and are intended to support implementation of the program rather than establish permit zones independently.

Through this approach, the City maintains a consistent, transparent, and equitable process for evaluating future neighborhood requests while preserving flexibility to respond to changing parking conditions over time.

2. Residential Parking Permit Program Eligibility Framework

The Residential Parking Permit Program establishes a consistent and objective framework for evaluating neighborhood requests for residential parking protections. The purpose of this framework is to ensure that all applications are reviewed using the same criteria while recognizing that parking conditions, roadway characteristics, and residential development patterns vary throughout the City.

Residential Parking Permit zones are not created solely because a petition has been submitted. Each request must demonstrate a documented parking need, satisfy the eligibility requirements established by the City, and be capable of being administered and enforced effectively. This approach ensures that permit restrictions are implemented only where they provide a measurable benefit to residents and support the City's overall curb management objectives.

The following criteria provide the basis for evaluating all Residential Parking Permit requests:

Parking Demand

The first step in the evaluation process is confirming that a measurable parking constraint exists within the proposed permit area. Residents initiating a petition

will identify the period during which parking demand most significantly affects their ability to access on-street parking. This may include commuter activity, overnight residential parking, seasonal demand, event related parking, or other recurring conditions.

Park Norwalk will evaluate parking occupancy during the resident identified constraint period using the methodology established by the Residential Parking Permit Program. Occupancy must meet the minimum threshold established within this policy before a permit area can advance for further consideration.

While occupancy percentage serves as the primary quantitative measure, the evaluation may also consider observed parking patterns, turnover, roadway function, and surrounding land uses to better understand the source of parking demand and the potential effectiveness of residential parking controls.

Neighborhood Support

Because Residential Parking Permit zones directly affect residents, businesses, visitors, and adjacent neighborhoods, demonstrated community support is an essential component of the program.

Neighborhood petitions must satisfy the minimum requirements established within this policy before advancing to the formal review process. This requirement helps ensure that permit zones reflect

2. Residential Parking Permit Program Eligibility Framework (continued)

the priorities of the affected neighborhood while providing a transparent and equitable process for all applicants.

Park Norwalk may also consider whether proposed permit boundaries create logical and enforceable parking management areas that can be administered consistently over time.

Operational Review

Following verification of parking demand and neighborhood support, Park Norwalk will complete an operational review of the proposed permit area.

The operational review is intended to ensure that any future Residential Parking Permit zone can be implemented effectively and may include consideration of roadway geometry, existing parking regulations, signage, curb conditions, enforcement boundaries, and traffic circulation.

The review should also consider the characteristics of the surrounding residential development. Neighborhoods containing a mix of single family homes, two family homes, condominium developments, apartment buildings, and multifamily housing may require different permit allocation strategies to ensure equitable access while preserving available curb capacity.

Permit eligibility should continue to be administered on a per **dwelling unit basis**, , allowing Park Norwalk to evaluate residential eligibility consistently across different housing types while recognizing that existing onsite parking resources may vary between properties. Where appropriate, Park Norwalk may establish permit caps, phased permit issuance, or waitlists to maintain the effectiveness of the program in areas where curb capacity is constrained.

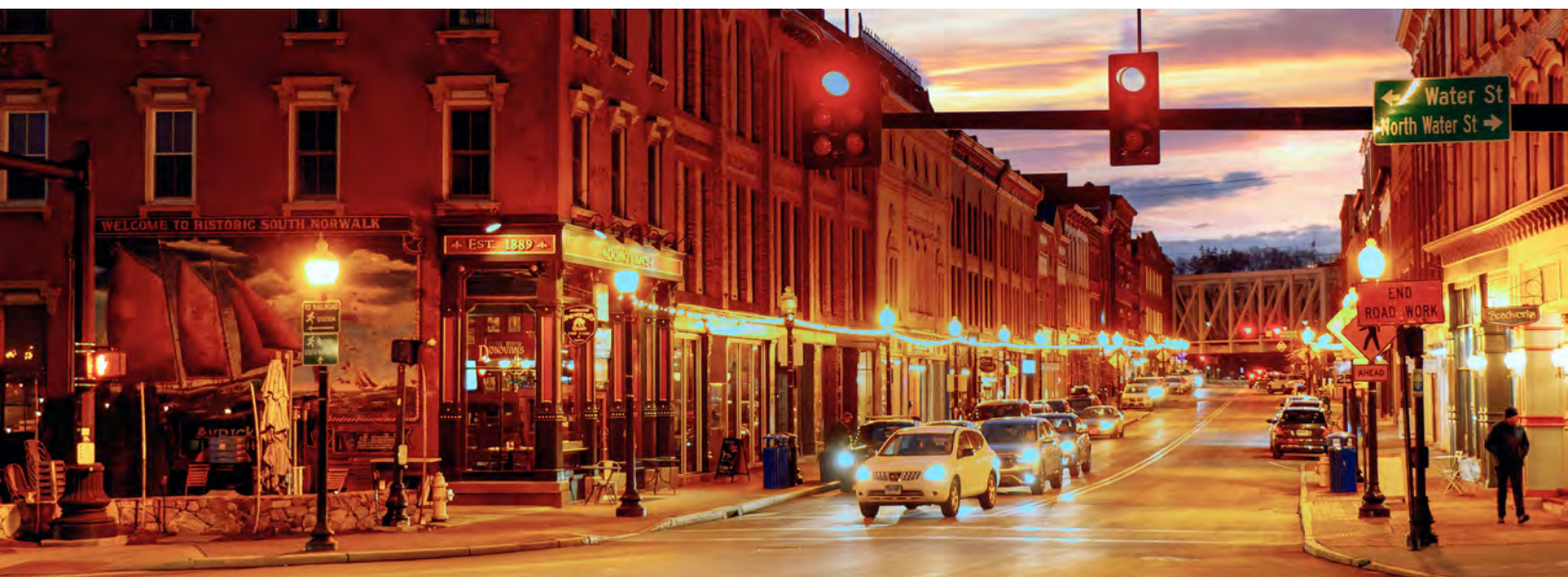
Where operational deficiencies are identified, improvements such as updated signage, pavement markings, curb management modifications, one side parking restrictions, or other operational improvements may be recommended prior to implementation of a Residential Parking Permit zone.

Final Determination

Completion of the petition process and satisfaction of the eligibility criteria do not automatically establish a Residential Parking Permit zone.

Following completion of the occupancy verification, operational review, and evaluation of neighborhood support, Park Norwalk will provide final determination through the approval process established.

This framework provides a consistent and transparent process for evaluating future neighborhood requests while allowing Park Norwalk to respond to changing parking conditions, development patterns, and community needs over time.



3. Program Administration

Following approval of a Residential Parking Permit zone, Park Norwalk will administer the Residential Parking Permit Program on behalf of the City of Norwalk. The program will be managed through standardized administrative procedures designed to ensure consistency, transparency, and equitable application of this policy across all approved Residential Parking Permit areas.

Program administration will include permit issuance, customer service, technology management, enforcement coordination, public communication, reporting, and ongoing program evaluation. Administrative procedures will be applied consistently throughout the City while maintaining the flexibility necessary to address the operational characteristics of individual neighborhoods.

Administrative Responsibilities

Park Norwalk will be responsible for the day-to-day administration of the Residential Parking Permit Program, including:

- Processing residential permit applications and renewals
- Verifying residency and permit eligibility
- Administering visitor, contractor, and temporary permits
- Maintaining permit records and household account information
- Providing customer service and responding to resident inquiries
- Coordinating public communication related to the Residential Parking Permit Program
- Monitoring permit utilization and operational performance
- Preparing reports and recommendations to support ongoing program evaluation

These responsibilities will ensure the Residential Parking Permit Program is administered consistently while providing residents with a clear and reliable process for obtaining and managing permits.

Resident Permit Administration

Residents residing within an approved Residential Parking Permit zone will apply for permits through the online permit management portal. Once eligibility has been verified, residents will be able to:

- Submit permit applications
- Upload residency documentation
- Register and manage household vehicles
- Request visitor permits
- Request temporary contractor permit, where applicable
- Update account information and renew permits on a rolling annual renewal cycle based on the participant's renewal month

The online permitting process will provide residents with access to program services while improving administrative efficiency and reducing processing times.

Permit Eligibility Verification

Park Norwalk will verify residency and permit eligibility in accordance with the policies established within this document. Applicants will be required to provide documentation demonstrating residency within the approved Residential Parking Permit zone and any additional documentation necessary to verify permit eligibility.

Permit eligibility will be administered on a per dwelling unit basis to ensure consistency across all residential housing types. Where appropriate, Park Norwalk may require additional documentation regarding available onsite parking or other information necessary to administer the program fairly and consistently.

Customer Service and Public Communication

Park Norwalk will provide residents with multiple methods of accessing program information and support, including online services, telephone assistance, and email communication.

Program communication will include permit renewal notifications, policy updates, operational announcements, frequently asked questions, and other

3. Program Administration (continued)

information necessary to support effective program administration.

When new Residential Parking Permit zones are approved, Park Norwalk will coordinate public outreach to ensure residents understand permit eligibility, application procedures, enforcement schedules, visitor permit options, and implementation timelines.

Program Monitoring and Reporting

Park Norwalk will maintain program records and operational performance metrics to support ongoing administration and future policy decisions.

Program reporting will include, at a minimum:

- Number of permits issued by permit type
- Permit utilization by Residential Parking Permit zone
- Visitor and temporary permit activity
- Customer service requests and response trends
- Enforcement activity and compliance rates
- Operational issues requiring policy or administrative review

This information will support the City's annual program evaluation and help identify opportunities to improve program administration, customer service, and operational effectiveness over time.

4. Resident Permit Management & Enforcement

Once a Residential Parking Permit zone has been approved and implemented, residents will access the Residential Parking Permit Program through the City's online permit management system. The program is designed to provide a convenient, transparent, and efficient permitting process while enabling Park Norwalk to administer permits and enforce parking regulations consistently throughout the City.

Park Norwalk has selected a technology platform to support implementation of the Residential Parking Permit Program. The platform provides an integrated solution that supports resident self-service, permit management, enforcement, and operational reporting through a single system. By utilizing a centralized permit management platform, the City will improve customer service, reduce administrative processing, and provide enforcement personnel with real-time access to permit information.

Resident Portal

The resident portal will serve as the primary point of interaction between residents and the Residential Parking Permit Program. Eligible residents will be able to access permit services electronically without requiring in person transactions or paper permit applications.

Through the resident portal, residents will be able to:

- Apply for and renew residential parking permits
- Manage household vehicles and permit information
- Request visitor permits
- Request temporary contractor permit, where applicable
- Upload supporting documentation, when required
- Receive permit renewal reminders and program notifications

Providing residents with direct online access to permit services improves customer convenience while allowing permit information to be updated in real-time.

Integrated Permit Management

The platform provides a comprehensive permit management system that supports the operational requirements of the Residential Parking Permit Program from application through enforcement.

Key operational capabilities include:

- Plate based permit management
- Digital resident and visitor permits
- Contractor permit administration
- Household permit allocation management
- Centralized permit records
- Real-time permit validation
- Operational reporting and analytics

4. Resident Permit Management & Enforcement (continued)

The integrated platform allows permit information to be updated immediately, improving accuracy, reducing manual processing, and providing consistent administration across all Residential Parking Permit zones.

Enforcement Operations

Consistent enforcement is essential to maintaining the effectiveness of the Residential Parking Permit Program. Enforcement personnel will utilize vehicle mounted LPR enforcement technology to verify permit status electronically in the field.

The use of plate-based permitting eliminates the need for physical permit decals while improving enforcement efficiency, reducing permit fraud, and allowing permit information to be updated immediately when resident information changes.

Enforcement personnel will have real-time access to permit information, allowing residential permits, visitor permits, contractor permits, and temporary permits to be verified quickly and consistently.

Enforcement Hours

Enforcement schedules will be established based on the parking conditions that support creation of each Residential Parking Permit zone and will correspond to the resident identified parking constraint period verified during the application review process.

Depending on neighborhood conditions, enforcement periods may be established to address:

- Commuter parking activity
- Overnight residential parking demand
- Seasonal parking demand
- Event related parking activity
- Other documented parking constraints identified through the petition process

Signage and Operational Readiness

Prior to implementation of any Residential Parking Permit zone, Park Norwalk will verify that all regulatory signage accurately reflects the approved parking restrictions and enforcement hours.

Where necessary, new signage, pavement markings, curb modifications, or other operational improvements will be completed before permit enforcement begins to ensure regulations are clearly communicated and consistently enforceable.

Where roadway geometry contributes to parking conflicts, operational improvements such as one-sided parking restrictions, updated curb management strategies, revised parking regulations, or other traffic control measures may be implemented in conjunction with the Residential Parking Permit Program to improve safety, circulation, and enforcement consistency.



5. Permit Allocation and Access Management

The Residential Parking Permit Program establishes a standardized permit allocation framework that protects residential access to on-street parking while maintaining the flexibility necessary to support everyday neighborhood activity. Permit allocations have been developed to balance the parking needs of residents with the operational needs of visitors, contractors, service providers, and other temporary users of the public right of way.

Permit allocations are intended to preserve available curb capacity while ensuring the Residential Parking Permit Program remains practical, equitable, and administratively sustainable as additional neighborhoods are added over time.

Permit Allocation Policy

Residential parking permits will be issued only within approved Residential Parking Permit zones following verification of residency and completion of the application process established by Park Norwalk.

Permit eligibility will be administered on a **per dwelling unit basis**. A dwelling unit may include a single-family residence, condominium unit, townhouse, apartment, multifamily residence, or other legal residential unit recognized by the City.

Applying permit eligibility on a per dwelling unit basis ensures that residents are treated consistently regardless of housing type while recognizing that different residential developments may provide varying levels of off-street parking.

Where multifamily buildings provide adequate private parking, Park Norwalk may consider available off-street parking as part of the permit review process to preserve public curb space for residents with limited parking alternatives. Conversely, multifamily buildings located within neighborhoods experiencing documented parking constraints remain eligible to participate in the Residential Parking Permit Program in accordance with the policies established within this document.

Residential Permit Allocation

Households may receive up to two permits, subject to the findings of the parking study. Final permit allocations will depend on curb availability and demand in each zone, and some areas may qualify for only one permit. Digital Visitor Session Permits are administered separately and do not count toward the standard household permit allocation.

On streets where available curb capacity is limited or where occupancy levels regularly exceed the City's established thresholds, Park Norwalk may reduce the maximum number of residential permits issued to new applicants or establish a permit waiting list to preserve the effectiveness of the RPP Program.

These adjustments are intended to maintain equitable access to public parking while ensuring that permit allocations remain aligned with the available parking supply.

Visitor and Guest Access

Community feedback consistently identified the need to accommodate visitors without creating unnecessary administrative burdens for residents.

Three (3) hours of visitor parking is provided at no charge however all visitors must be registered through the resident portal. Overnight visitors will require a paid visitor permit.

In addition, residents will have access to Digital Visitor Session Permits that may be activated through the online resident portal for occasional visitors requiring short-term parking authorization.

Separating recurring guest permits from temporary visitor session permits provides residents with greater flexibility while maintaining effective curb management and enforcement.

Contractor and Service Access

Contractors, nannies, housekeepers, and similar residential service providers are managed through the visitor permit framework. Vehicles must be registered or will be subject to enforcement. Contractor parking in commercial parking districts

5. Permit Allocation and Access Management (continued)

and metered parking areas remains subject to previously established permitting rules and regulations.

Permit Schedule

The RPP Schedule establishes the operational standards for each permit category administered through the Residential Parking Permit Program. The schedule identifies:

- Permit durations
- Permit limits
- Permit types
- Documentation requirements
- Permit fees

These standards will be administered consistently across all RPP zones unless otherwise authorized by the City through this policy:

Table 5-1. Residential Parking Permit Program Standards

PERMIT DURATION		PERMIT TYPES		PERMIT LIMITS (Per Dwelling Unit)	REQUIRED DOCUMENTATION	RECOMMENDED PRICING	
Permit Type	Recommended Duration	Permit Type				Permit Type	Recommended Pricing
Resident Permit	1 year (renewed annually on a rolling basis)	 Resident Permit Plate-based permits for household vehicles		Households may receive up to two permits, subject to the findings of the parking study. Final permit allocations will depend on curb availability and demand in each zone, and some areas may qualify for only one permit.		Resident Permit	\$20 annually per permit per vehicle
Visitor Permit (3-Hour Free Parking)	3 hours free per visit	 Visitor Permit 3 hours of free parking per visit.		Visitor Parking – 3 hours of free parking per visit.	- Proof of residency within the permit zone - Valid vehicle registration - Valid driver's license or ID - Examples: utility bills, lease agreements, or tax documents	Visitor Permit (3-Hour Free)	Included for 3 hours free per visit
Extended Visitor Permit (Over 3 Hours)	Per day	 Extended Visitor Permit Required for visitors who will park longer than 3 hours. Must be registered from the start of each visit.		Extended Visitor Parking – After the first 3 hours, visitors must purchase an extended visitor permit for each additional day they park.		Extended Visitor Permit (Over 3 Hours)	\$10 per day
Service Provider Permit (Contractors, Nannies, Housekeepers, and Similar Service Providers)	Daily or weekly	 Service Provider Permit For contractors, nannies, housekeepers, and similar service providers.		No Separate Contractor Permit – Contractors, nannies, housekeepers, and similar service providers are treated the same as visitors. License plate must be registered from the start. If parking will exceed 3 hours, a paid permit is required.		Service Provider Permit (Over 3 Hours)	\$10 per day or \$25 per week
		 Multifamily Buildings – Limits apply per unit. In high demand areas, Park Norwalk may restrict permits to one per unit or establish a waitlist.			<i>Documents must reflect the address within the RPP zone.</i>		

6. Establishment of a Residential Parking Permit Zone

The RPP Program is a resident-initiated program that allows eligible neighborhoods to request the establishment of a Residential Parking Permit Zone. The Community Opt-In Process provides a standardized procedure for evaluating requests while ensuring that new permit areas are supported by the affected neighborhood and satisfy the eligibility requirements established within this policy.

RPP Zones will only be established following completion of the petition process, technical review by and approval by Park Norwalk.

Community Petition

Residents seeking the establishment of a Residential Parking Permit Zone will submit a formal application and petition identifying the proposed permit area and documenting the parking constraints affecting the neighborhood.

The proposed RPP Zone will consist of a logical and contiguous geographic area that can be signed, administered, and enforced consistently. Proposed boundaries will reflect roadway conditions, neighborhood characteristics, existing parking regulations, and operational feasibility.

Minimum Application Requirements

A petition will be considered complete when it includes the following:

- A completed Residential Parking Permit application identifying the proposed permit boundary
- A petition signed by at least **65 percent of eligible dwelling units** within the proposed permit area
- A description of the specific parking constraints affecting the neighborhood
- Identification of the resident identified parking constraint period
- Payment of the **non-refundable \$100 application fee**
- Any supporting documentation required by Park Norwalk to complete the review

Submission of a complete application initiates

the City's review process and does not constitute approval of a Residential Parking Permit Zone.

Occupancy Verification

Following receipt of a complete application, Park Norwalk will conduct a parking occupancy review during the resident identified constraint period.

A Residential Parking Permit Zone may only be established if **75 percent or more of available on-street parking spaces are occupied** during the identified constraint period.

This review ensures that Residential Parking Permit Zones are created only where parking demand is significant; resident support is clear, and data demonstrates a need for curb management.

Technical Review

In addition to occupancy verification, Park Norwalk will complete a technical review of the proposed RPP Zone in accordance with the eligibility structure established in Section 2.

The review will evaluate:

- Existing parking regulations
- Roadway geometry and traffic operations
- Signage conditions
- Enforcement feasibility
- Available curb capacity
- Proposed zone boundaries
- Operational impacts
- Any safety, access, or curb management considerations

Where operational deficiencies are identified, Park Norwalk may require signage updates, curb modifications, one-sided parking controls, or other operational improvements prior to implementation.

Pre-Qualified Residential Parking Permit Areas

Certain neighborhoods may already have documented parking conditions that meet the City's occupancy threshold due to recurring congestion from seasonal destinations, waterfront access points, parks, recreational facilities, transit activity, institutions, or other high demand generators.

6. Establishment of a Residential Parking Permit Zone (continued)

These areas are considered Pre-Qualified Residential Parking Permit Areas.

Residents in Pre-Qualified Areas must still complete the standard opt-in steps, including:

- Submission of the **non-refundable \$100 application fee**
- A petition signed by at least **65 percent of eligible dwelling units**
- A description of the parking constraints experienced

Because the City already has verified occupancy data showing that these areas exceed the **75 percent occupancy threshold**, Park Norwalk may proceed with the review and approval process without requiring a new occupancy study, unless conditions have materially changed.

Pre-qualification expedites review but does not replace the required approval by Park Norwalk.

Recommendation and Approval

Upon completion of the application review, Park Norwalk will prepare a recommendation summarizing the findings and confirming whether the proposed Residential Parking Permit Zone satisfies the requirements established within this policy.

The recommendation will include:

- Confirmation that the petition threshold has been satisfied
- Confirmation that the application fee has been paid
- Summary of parking occupancy findings
- Summary of the documented parking constraint
- Recommended permit boundaries
- Recommended enforcement hours
- Required signage or curb management improvements
- Any operational conditions required prior to

implementation

Park Norwalk staff evaluate applications and will make operational decisions.

No Residential Parking Permit Zone will be implemented until approval has been granted by Park Norwalk.

Implementation

Following final approval, Park Norwalk will initiate implementation of the Residential Parking Permit Zone.

Implementation will include:

- Installation or modification of regulatory signage
- Activation of the permit zone within the permit management system
- Resident enrollment through the online permit portal
- Public notification of permit registration requirements
- Establishment of enforcement schedules
- Coordination with enforcement personnel
- Resident education prior to active enforcement

Whenever practical, Park Norwalk will provide an education period before active enforcement begins. This allows residents time to register, obtain permits, and understand the new regulations.

Effective Date

A newly approved Residential Parking Permit Zone will become effective on the implementation date established by Park Norwalk following completion of all administrative, signage, technology, and enforcement setup requirements.

7. Modification or Discontinuation of a Residential Parking Permit Zone

The Residential Parking Permit Program is intended to remain responsive to changing neighborhood conditions over time. As parking demand, land use, transportation patterns, and residential development evolve, existing Residential Parking Permit Zones may require modification, expansion, reduction, or discontinuation to ensure the program continues to meet its intended objectives.

Residents may initiate a request to modify or discontinue an existing Residential Parking Permit Zone through the below Community Opt-Out Process:

Community Petition

Residents requesting modification or discontinuation of an existing Residential Parking Permit Zone will submit a petition identifying the proposed changes and documenting the reasons for the request.

Requests may include:

- Modification of permit zone boundaries
- Expansion of an existing permit zone
- Reduction of an existing permit zone
- Discontinuation of an existing permit zone
- Changes to established enforcement periods

The proposed modification should represent a logical and enforceable adjustment that maintains the operational integrity of the Residential Parking Permit Program.

Minimum Petition Requirements

A petition requesting modification or discontinuation of a Residential Parking Permit Zone will be considered complete when it includes:

- A completed application identifying the requested modification
- Signatures representing at least 65 percent of the eligible dwelling units affected by the proposed change
- A description of how parking conditions have changed
- Any supporting documentation required by Park Norwalk to complete the review

Submission of a complete application initiates the City's review process and does not constitute approval of the requested modification.

Technical Review

Upon receipt of a complete application, Park Norwalk will conduct a technical review to determine whether existing parking conditions continue to support the current Residential Parking Permit Zone or justify the requested modification.

The review will evaluate:

- Current parking occupancy
- Changes in parking demand
- Land use changes
- Development activity
- Operational impacts
- Existing permit utilization
- Enforcement activity
- Public safety considerations
- Community input

Where appropriate, Park Norwalk may conduct updated parking occupancy observations to verify current conditions.

Following completion of the technical review, Park Norwalk will prepare a recommendation evaluating the requested modification and confirming whether the existing Residential Parking Permit Zone.

The recommendation will also identify any operational impacts associated with the proposed change, including signage modifications, enforcement adjustments, permit administration, and resident notification requirements.

Approval Process

Recommendations on individual Residential Permit Parking zones will be prepared by Park Norwalk staff and be presented to Park Norwalk leadership for review and approval. Only Park Norwalk can authorize new permit districts. No modification or discontinuation of a Residential Parking Permit Zone will occur without approval by Park Norwalk.

Implementation of Approved Modifications

Following approval, Park Norwalk will implement the

7. Modification or Discontinuation of a Residential Parking Permit Zone (continued)

approved modification in accordance with the procedures established within this policy.

Implementation activities may include:

- Updating permit boundaries
- Revising regulatory signage
- Updating the permit management system
- Notifying affected residents
- Revising permit eligibility
- Adjusting enforcement schedules
- Updating mapping and public information

Where modifications affect existing permit holders, Park Norwalk will provide advance notice and establish an implementation schedule that minimizes disruption to residents.

Periodic Program Review

Independent of resident-initiated petitions, Park Norwalk will periodically evaluate existing Residential Parking Permit Zones to determine whether they continue to satisfy the objectives of the Residential Parking Permit Program.

These reviews may identify operational improvements, changes in parking demand, or other conditions that warrant future consideration through the Community Opt-Out Process.

Periodic evaluations ensure the Residential Parking Permit Program remains responsive to changing neighborhood conditions while preserving consistency, fairness, and operational effectiveness throughout the City.

8. Program Evaluation

The Residential Parking Permit Program will be monitored and periodically evaluated to ensure it continues to meet the objectives established within this policy. Park Norwalk will administer ongoing program reviews to evaluate operational performance, resident participation, enforcement effectiveness, and changing parking conditions throughout approved Residential Parking Permit Zones.

The results of these evaluations will support continuous program improvement and provide the basis for future policy recommendations, operational adjustments, and permit administration updates.

Annual Program Review

The Residential Parking Permit Program will be reviewed through the City's annual budget process to evaluate sustainability, operational needs, demand, and permit rates as necessary. Residents are not required to reapply annually because of this review.

- Permit utilization and renewal activity
- Parking occupancy and availability
- Enforcement activity and compliance

- Customer service trends
- Technology performance
- Resident feedback
- Operational issues requiring review

The annual review will identify opportunities to improve program administration while ensuring the Residential Parking Permit Program continues to support neighborhood parking needs.

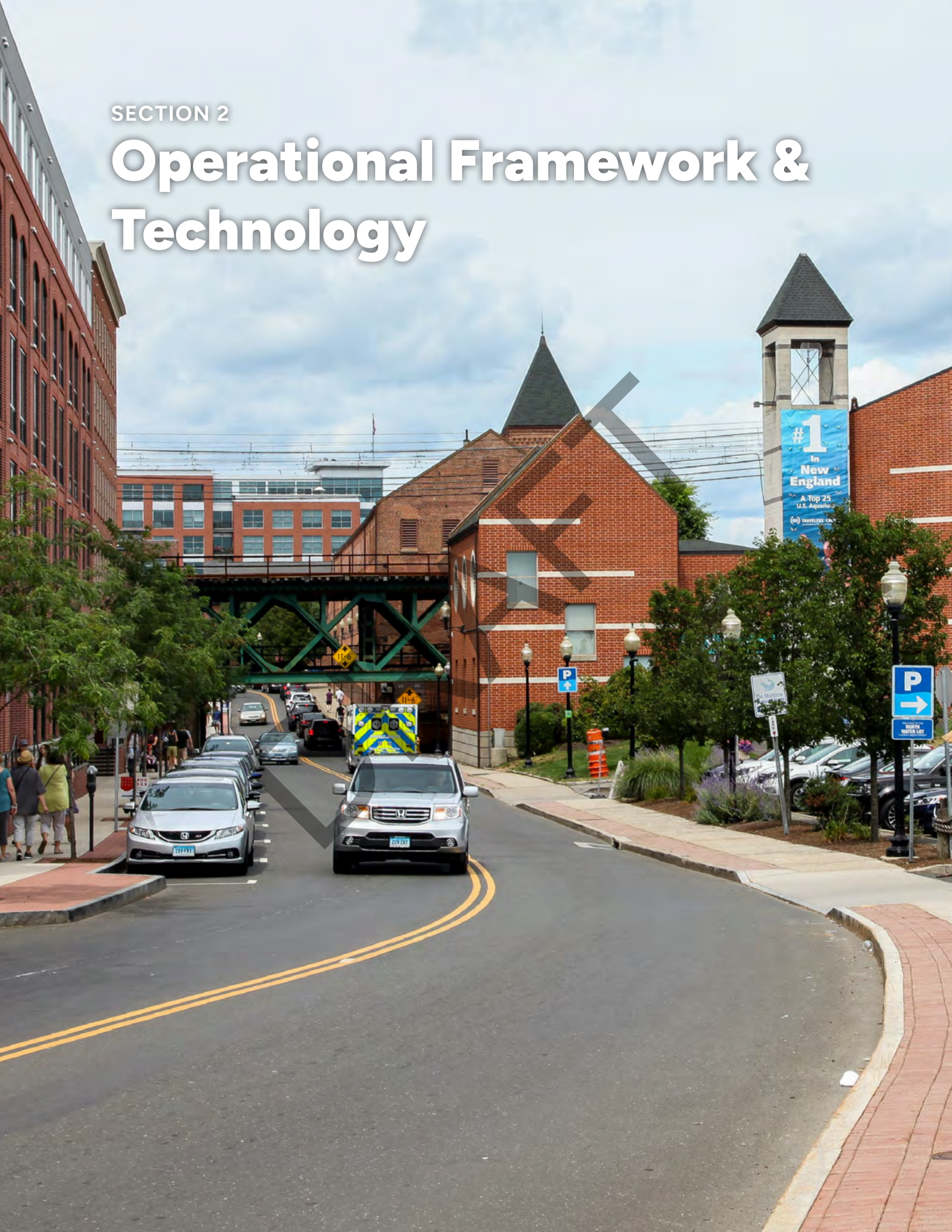
Policy Maintenance

The Residential Parking Permit Program will remain responsive to changes in neighborhood conditions, land use, transportation patterns, and community needs. All policy amendments will be reviewed and approved by Park Norwalk. Recommendations to modify this policy may originate from:

- Annual program reviews
- Operational evaluations
- Resident petitions
- Park Norwalk

SECTION 2

Operational Framework & Technology



9. Operational Framework

The Residential Parking Permit Program establishes a consistent framework for managing residential parking throughout the City of Norwalk. Successful implementation of the program requires coordinated administration, technology, enforcement, public communication, and ongoing operational oversight. This Operational Framework establishes the procedures Park Norwalk will utilize to administer Residential Parking Permit Zones consistently while maintaining flexibility to respond to the unique characteristics of individual neighborhoods.

The Operational Framework is intended to support long term program administration by providing standardized procedures that can be applied uniformly as additional Residential Parking Permit Zones are established throughout the City.

Operational Objectives

Park Norwalk will administer the Residential Parking Permit Program to:

- Protect residential access to on-street parking
- Provide a consistent and transparent experience for residents
- Support fair and equitable permit administration
- Maintain consistent parking enforcement throughout approved Residential Parking Permit Zones
- Utilize technology to improve customer service and operational efficiency
- Establish a scalable program capable of supporting future Residential Parking Permit Zones

Operational Responsibilities

Successful administration of the Residential Parking Permit Program requires coordination between Park Norwalk, enforcement personnel, City departments, and participating residents.

Park Norwalk

Park Norwalk will serve as the administrator of the Residential Parking Permit Program and will be responsible for:

- Administering the Residential Parking Permit Program in accordance with this policy
- Managing permit operations and resident services
- Coordinating public communication and community outreach
- Maintaining the permit management platform
- Coordinating enforcement activities
- Maintaining regulatory signage
- Monitoring program performance
- Preparing recommendations for future program improvements

Enforcement Personnel

Enforcement personnel will administer Residential Parking Permit regulations by:

- Verifying permit eligibility
- Monitoring compliance
- Issuing citations when violations occur
- Reporting operational issues requiring administrative review

Residents

Residents participating in the Residential Parking Permit Program will:

- Maintain accurate permit information
- Update vehicle registrations and household information as required
- Utilize permits in accordance with program requirements
- Notify Park Norwalk of changes affecting permit eligibility

Operational Readiness

Prior to implementation of any Residential Parking Permit Zone, Park Norwalk will verify that all operational requirements have been completed.

Operational readiness activities include:

- Installation of regulatory signage
- Configuration of the permit management system
- Verification of permit boundaries
- Coordination with enforcement personnel

9. Operational Framework (continued)

- Resident notification and permit registration
- Public communication regarding implementation schedules
- Staff training and operational testing

Completion of these activities ensures that each Residential Parking Permit Zone is fully operational before enforcement begins.

Standard Implementation Process

Each Residential Parking Permit Zone will be implemented using the following standardized process:

1. Community petition and eligibility verification
2. Technical review
3. Park Norwalk Board recommendation

4. Resident permit registration
5. Operational preparation and signage installation
6. Activation of the permit management platform
7. Resident education period
8. Enforcement commencement
9. Ongoing program administration and annual evaluation

Applying a consistent implementation process ensures each Residential Parking Permit Zone is administered uniformly while providing residents with a predictable and transparent experience.

Exhibit 9.1

Residential Parking Permit Program Roles and Responsibilities Matrix

The Residential Parking Permit Program is administered through collaboration between residents, Park Norwalk, and the Park Norwalk Leadership.

PROGRAM ACTIVITY	RESIDENTS	PARK NORWALK (STAFF)	PARK NORWALK LEADERSHIP
Initiate Program / Submit Petition	✓		
Technical Review & Occupancy Verification		✓	
Prepare Staff Recommendation		✓	
Review and Consider Recommendation			✓
Final Approval <i>(Operational Decision by Staff)</i>		✓	
Signage Installation & Zone Activation		✓	
Permit Administration & Customer Service		✓	
Enforcement		✓	
Ongoing Monitoring & Program Administration		✓	
Annual Program Review Through Annual Budget Process <i>(Rates, Costs, Sustainability, and Demand Evaluation)</i>	✓	✓	✓
Appeals / Escalations from Residents			✓
Oversight & Budget Approval			✓

KEY



Primary Responsibility or Action



Administrative or Operational Responsibility



Appeal / Escalation Responsibility

SECTION 3

Supporting Documentation & Technical Analysis



10. Planning Process

Development of the Residential Parking Permit Program followed a comprehensive planning process that combined public engagement, technical analysis, operational evaluation, and peer city benchmarking to develop a policy framework tailored to the City of Norwalk.

Rather than relying on a single parking study, the Residential Parking Permit Program was developed through multiple phases designed to understand existing parking conditions, identify neighborhood concerns, evaluate operational feasibility, and

establish a long-term framework capable of supporting future Residential Parking Permit Zones.

The planning process incorporated resident feedback, parking occupancy analysis, field observations, peer municipality best practices, operational assessments, and technology evaluations to ensure the final policy reflects both community priorities and practical implementation requirements.

Together, these efforts established the technical foundation supporting the Residential Parking Permit Program presented within this document.

Exhibit 10.1 Residential Parking Permit Program Planning Process



Exhibit 10.2 Key Planning Outcomes

PLANNING ACTIVITY		RESULTING POLICY OR OPERATIONAL OUTCOME
	Public Listening Sessions	Resident initiated Residential Parking Permit Program with community petition process
	Apartment & Multifamily Feedback	Permit eligibility administered on a per dwelling unit basis with consideration of existing off-street parking resources
	Parking Occupancy Analysis	Established occupancy thresholds and neighborhood eligibility framework
	Field Observations	Identified opportunities for signage improvements, one-sided parking, curb management, and operational enhancements
	Pilot Area Review	Confirmed that Residential Parking Permit Zones should be implemented using a standardized operational framework
	Peer City Benchmarking	Supported permit structure, visitor permits, contractor permits, caregiver permits, and annual program evaluation
	Technology Evaluation	Implementation of the resident portal, plate-based permitting, digital visitor permits, and integrated enforcement
	Operational Review	Established staffing, administration, enforcement, communication, and reporting recommendations

11. Existing Parking Conditions

Development of the Residential Parking Permit Program began with a comprehensive assessment of existing parking conditions throughout the study areas. The purpose of this assessment was to document how on-street parking is currently utilized, identify operational challenges affecting residents, and establish a factual baseline to support future policy decisions.

The Existing Parking Conditions Assessment

combined parking occupancy observations, roadway inventories, field verification, neighborhood characteristics, existing parking regulations, and operational observations to better understand how individual neighborhoods function and where parking management strategies may be appropriate.

Rather than relying on parking occupancy alone, the assessment considered the overall operating environment of each neighborhood, recognizing that roadway geometry, curb availability, signage, land use, and adjacent activity generators all influence residential parking demand.

Exhibit 11.1 Existing Conditions Assessment Components

ASSESSMENT COMPONENT	PURPOSE	PRIMARY OUTCOME
 Parking Occupancy Analysis	Measure parking utilization during representative periods	Identified streets experiencing sustained parking demand
 Parking Inventory	Document available parking supply, roadway characteristics, and parking regulations	Established baseline parking inventory by street
 Field Verification	Validate occupancy observations through on-site review	Confirmed operational conditions and documented field observations
 Parking Regulation Review	Review existing restrictions, time limits, and permit regulations	Identified opportunities for regulation simplification and consistency
 Neighborhood Characteristics	Evaluate surrounding land uses and parking generators	Identified factors influencing residential parking demand
 Operational Assessment	Document roadway geometry, signage, enforcement challenges, and curb management opportunities	Identified operational improvements supporting future implementation

Parking Occupancy Analysis

Parking occupancy observations were completed throughout representative weekdays and weekends to evaluate how available curb space is utilized during periods identified by residents as experiencing the greatest parking demand.

Occupancy data was collected at multiple times of day and compared across each study area to identify recurring parking patterns, peak demand periods, and locations where parking utilization consistently exceeded acceptable operating levels.

11. Existing Parking Conditions (continued)

Rather than relying solely on average occupancy, the analysis considered peak occupancy, parking turnover, and consistency of demand to better understand how individual neighborhoods function throughout the day.

The parking occupancy analysis established the baseline information used to support neighborhood eligibility reviews and future Residential Parking Permit implementation.

Existing Parking Inventory

A comprehensive inventory of each study area was completed to document the physical characteristics of the public parking system.

The inventory included:

- Number of legal on-street parking spaces.
- Existing parking restrictions.
- Time limited parking areas.
- Loading zones.
- Handicap parking.
- Fire hydrant setbacks.
- Driveway conflicts.
- Existing signage.
- Curb conditions.

The parking inventory provides the operational foundation for future permit administration and enforcement while ensuring that Residential Parking Permit Zones are established using accurate and current parking information.

Exhibit 11.2 Common Operational Conditions Identified

OBSERVATION	OPERATIONAL IMPACT	POTENTIAL STRATEGY
 Narrow roadway width	Reduced vehicle circulation and emergency access	Evaluate one-sided parking or curb management improvements
 Faded or inconsistent signage	Resident confusion and inconsistent enforcement	Replace and standardize regulatory signage
 Mixed parking regulations	Difficult for residents and visitors to understand restrictions	Simplify parking regulations and permit requirements
 High parking occupancy	Limited residential parking availability	Evaluate Residential Parking Permit eligibility
 Adjacent activity generators	Increased non-resident parking demand	Consider permit restrictions during peak demand periods
 Seasonal demand fluctuations	Temporary parking shortages	Monitor conditions and adjust operational strategies where appropriate

Key Existing Conditions Findings

The Existing Parking Conditions Assessment identified several consistent themes across the study areas.

While parking demand varied between neighborhoods, the assessment demonstrated that residential parking challenges are influenced by a combination of occupancy, roadway design, land use, parking regulations, and operational conditions.

The assessment also confirmed that many neighborhoods would benefit from operational improvements independent of Residential Parking Permit implementation, including updated signage, simplified parking regulations, improved curb management, and targeted enforcement.

These findings informed development of the Residential Parking Permit Policy and provided the technical basis for the neighborhood recommendations presented in the following sections.

The following section summarizes the technical findings developed through the occupancy analysis, field observations, pilot area evaluations, and operational assessments, and identifies the strategies recommended to improve residential parking management throughout the City.

12. Technical Findings and Operational Recommendations

The technical analysis confirmed several consistent findings that influenced development of the Residential Parking Permit Program and the policy framework presented within this document.

Overall, the analysis demonstrated that residential parking challenges throughout Norwalk are driven by a combination of sustained parking demand, external parking generators, roadway geometry, inconsistent parking regulations, and operational constraints rather than parking occupancy alone. As a result, the recommended Residential Parking Permit Program combines permit management with targeted operational improvements to improve residential parking availability while maintaining flexibility to address neighborhood specific conditions.

The following findings summarize the primary conclusions reached through the planning process:

- Residential parking demand is concentrated within specific neighborhoods rather than occurring consistently throughout the City.
- Parking occupancy should be evaluated together with roadway geometry, land use, operational conditions, and community support when determining whether a Residential Parking Permit Zone is appropriate.
- Residential Parking Permit Zones should be implemented only where sustained parking demand, operational feasibility, and resident support align.
- Operational improvements, including signage replacement, one sided parking, curb management, and targeted enforcement, should accompany implementation of Residential Parking Permit Zones.
- The permit management platform provides the operational capability necessary to administer a modern, scalable Residential Parking Permit Program throughout the City.

Exhibit 12.1 Occupancy Distribution by Study Area (Average Occupancy)

STUDY AREA	AVERAGE OCCUPANCY	AVERAGE OCCUPANCY (%)
Hospital Area	91%	91%
SoNo	88%	88%
East Norwalk Station	74%	74%
Manresa	61%	61%
McMahon District	56%	56%
Roger Square	52%	52%
Harbor Avenue	48%	48%
Other Study Areas	45%	45%

Note: Average occupancy reflects the mean occupancy observed across all study times and days.

12. Technical Findings and Operational Recommendations (continued)

Exhibit 12.2 Peak Occupancy by Study Area (Highest Observed Occupancy)

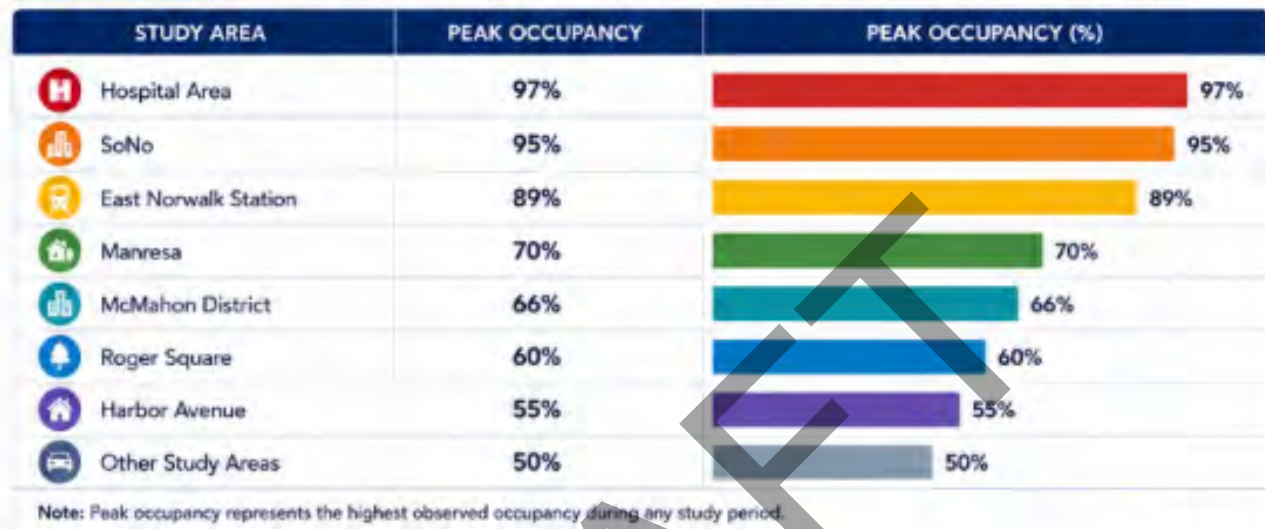


Exhibit 12.3 Occupancy Classification by Study Area

STUDY AREA	AVERAGE OCCUPANCY	PEAK OCCUPANCY	CLASSIFICATION
Hospital Area	91%	97%	High (85–94%)
SoNo	88%	95%	High (85–94%)
East Norwalk Station	74%	89%	Moderate (70–84%)
Manresa	61%	70%	Low (<70%)
McMahon District	56%	66%	Low (<70%)
Roger Square	52%	60%	Low (<70%)
Harbor Avenue	48%	55%	Low (<70%)
Other Study Areas	45%	50%	Low (<70%)

● Low (<70%)
 ● Moderate (70–84%)
 ● High (85–94%)
 ● Critical (≥95%)

Technical Findings

Residential Parking Demand

The occupancy analysis identified several neighborhoods where on street parking demand consistently exceeded available curb capacity during resident identified parking constraint periods. While occupancy levels varied throughout the study areas, the highest demand was concentrated in neighborhoods influenced by employment centers,

transit facilities, commercial activity, waterfront destinations, institutional uses, and other significant parking generators.

These locations experienced recurring parking shortages that reduced parking availability for residents and support implementation of Residential Parking Permit Zones as a long term parking management strategy.

12. Technical Findings and Operational Recommendations (continued)

Operational Conditions

Field observations confirmed that many parking challenges are operational rather than capacity related. Narrow roadway widths, inconsistent parking regulations, faded or conflicting signage, and fragmented curb management practices contribute to resident frustration and reduce the effectiveness of existing parking regulations.

In several neighborhoods, operational improvements should be completed prior to or concurrently with implementation of Residential Parking Permit Zones to improve roadway safety, simplify parking regulations, and support consistent enforcement.

Existing Parking Regulations

The assessment identified significant variation in parking regulations throughout the study areas. Existing restrictions have developed over time and, in many locations, are difficult for residents and visitors to interpret.

Standardizing regulatory signage, simplifying parking restrictions, and establishing consistent

enforcement practices will improve compliance while reducing confusion and administrative complexity.

Technology and Program Administration

The evaluation of permit management technology confirmed that the platform provides the functionality necessary to administer the Residential Parking Permit Program.

The selected platform supports:

- Online resident registration
- Plate based permit administration
- Digital visitor permits
- Contractor permits
- Online permit renewals
- Resident self service portal
- Real time permit validation
- License plate recognition integration
- Mobile enforcement tools
- Administrative reporting

Implementation of system establishes a modern, scalable platform capable of supporting future expansion of the Residential Parking Permit Program while improving customer service and administrative efficiency.

Exhibit 12.4 Primary Operational Constraints by Study Area

STUDY AREA	PRIMARY ISSUE(S) OBSERVED	RECOMMENDED OPERATIONAL STRATEGY
 Hospital Area	Commuter spillover and employee parking	Residential Parking Permit Program
 SoNo	High non-resident demand from businesses and activity generators	Residential Parking Permit Program
 East Norwalk Station	Narrow streets and commuter parking	One-Sided Parking and RPP
 Manresa	Seasonal and event-driven demand	Monitor and Adjust Strategies
 McMahon District	Signage inconsistencies and mixed regulations	Signage Replacement and Regulation Simplification
 Roger Square	Limited curb space on narrow streets	Curb Management Improvements
 Harbor Avenue	Periodic demand from nearby facilities	Time-Limited Parking Options
 Other Study Areas	Varied operational challenges	Targeted Operational Improvements

12. Technical Findings and Operational Recommendations (continued)

Neighborhood Implementation Strategies

The technical analysis supports a neighborhood specific implementation strategy recognizing that parking conditions, roadway characteristics, and operational constraints differ throughout the City. Rather than applying a single solution to every neighborhood, the Residential Parking Permit

Program combines permit management with targeted operational improvements that respond to the unique needs of each study area.

The recommendations below summarize the preferred implementation approach based on the occupancy analysis, field observations, public engagement process, and operational review completed during development of this program.

Exhibit 12.5 Recommended Operational Improvements (Citywide)

OPERATIONAL IMPROVEMENT	DESCRIPTION	PRIORITY	BENEFIT	IMPLEMENTATION DIFFICULTY
 Residential Parking Permit Program	Implement RPP in eligible neighborhoods with sustained high occupancy	High	Protect residential parking availability	Moderate
 One-Sided Parking	Convert eligible streets to one-sided parking to improve circulation and safety	High	Improves safety, circulation, and enforcement efficiency	Moderate
 Signage Replacement	Replace faded, missing, and inconsistent regulatory signage	High	Improves compliance and visibility	Low
 Time-Limited Parking	Implement time limits in areas with turnover needs	Medium	Increases parking availability for residents and visitors	Low
 Curb Painting & Markings	Refresh pavement markings and curb designations	Medium	Enhances clarity and supports enforcement	Low
 Enforcement Enhancements	Increase enforcement presence during peak demand periods	High	Improves compliance and resident satisfaction	Moderate

High Priority Residential Parking Permit Areas

The technical analysis identified several neighborhoods where sustained parking demand, resident feedback, and operational conditions support immediate implementation of Residential Parking Permit Zones.

These neighborhoods consistently demonstrated:

- High parking occupancy during resident identified parking constraint periods.
- Significant non resident parking demand.
- Limited available curb capacity.
- Strong community support for parking management improvements.
- Operational conditions that support effective permit administration and enforcement.

Implementation within these areas should be prioritized following adoption of the Residential Parking Permit Program.

Operational Improvement Areas

Several neighborhoods would benefit from operational improvements prior to or in conjunction with implementation of Residential Parking Permit Zones.

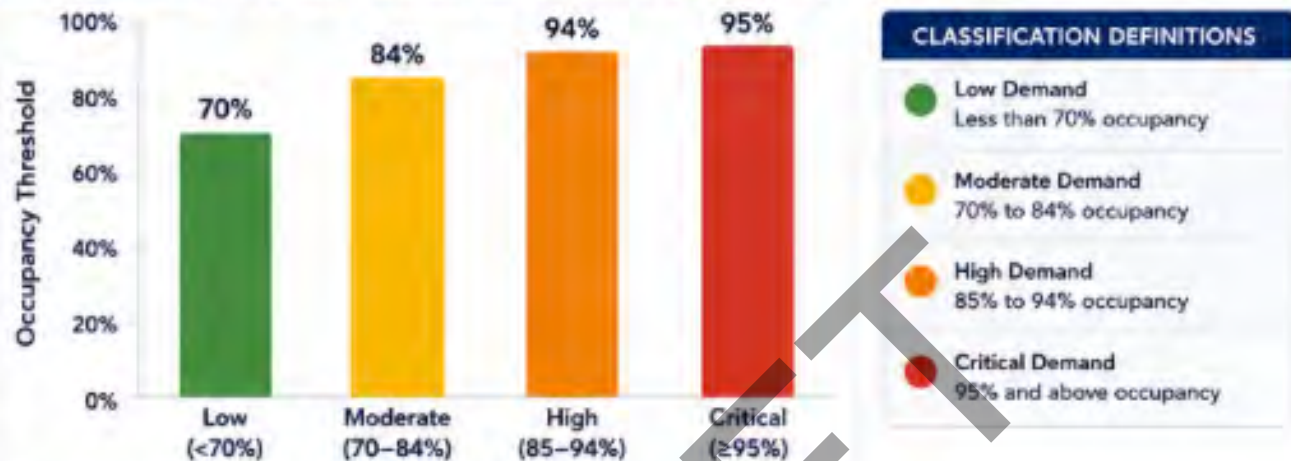
Recommended improvements include:

- Evaluation of one sided parking where roadway geometry limits safe vehicle circulation.
- Replacement and standardization of regulatory signage.
- Simplification of parking regulations.
- Time limited parking adjacent to schools and community facilities.
- Curb painting and pavement markings.
- Targeted enforcement during resident identified parking constraint periods.

These improvements will enhance roadway operations while supporting future Residential Parking Permit implementation where appropriate.

Exhibit 12.6

Parking Demand Classification (Occupancy Thresholds)



Note: Thresholds represent typical industry standards used to evaluate parking demand and determine eligibility for Residential Parking Permit consideration.

Residential Parking Strategy

The City will implement a flexible Residential Parking Permit Program that recognizes the varying parking conditions present throughout Norwalk. Rather than applying permit restrictions uniformly, each neighborhood will be evaluated using the eligibility criteria established within this policy and will receive the combination of permit management and operational improvements most appropriate for its specific parking conditions.

This approach provides Park Norwalk with the flexibility necessary to respond to changing neighborhood conditions while ensuring Residential Parking Permit Zones remain data driven, operationally practical, and responsive to community needs.

Summary

The technical analysis confirmed that residential parking challenges throughout the City are influenced by a combination of parking demand, roadway design, land use, operational conditions, and community priorities. No single parking management strategy is appropriate for every neighborhood.

The Residential Parking Permit Program establishes a comprehensive framework that combines permit administration, operational improvements, modern

technology, and consistent enforcement to improve residential parking availability while preserving the flexibility necessary to respond to changing neighborhood conditions over time.

The neighborhood implementation strategies presented in this section provide Park Norwalk with a scalable approach for managing residential parking throughout the City and establish the technical foundation supporting implementation of the Residential Parking Permit Program.

APPENDIX A PUBLIC ENGAGEMENT SUMMARY



OVERVIEW

Community engagement played an important role in development of the Residential Parking Permit Program by ensuring that the policy addresses the parking challenges experienced by residents while remaining practical to administer.

Rather than relying solely on occupancy data, the City incorporated public feedback into the development of the Residential Parking Permit Policy to ensure the program reflects both operational needs and community priorities.



EXHIBIT A.1 SUMMARY OF COMMUNITY FEEDBACK

COMMUNITY FEEDBACK		PROGRAM RESPONSE	
	Residential streets are frequently occupied by commuter and visitor parking.	→	Established a neighborhood based Residential Parking Permit Program to prioritize resident parking.
	Apartment and multifamily residents should have equal access to permits.	→	Permit eligibility is established per dwelling unit with consideration of available off street parking.
	Visitors should be accommodated without creating unnecessary administrative burdens.	→	Digital Visitor Session Permits allow residents to manage guest parking through the resident portal.
	Contractors and service providers require temporary parking access.	→	Daily and weekly Contractor Permits were incorporated into the permit framework.
	Caregivers and medical providers should not be penalized.	→	A dedicated Caregiver and Medical Permit process was established.
	The program should be easy to understand and administer.	→	Standardized permit types, simplified regulations, and an online resident portal were incorporated into the policy.
	Enforcement should be fair, consistent, and transparent.	→	Standardized signage, permit administration, and enforcement procedures were incorporated throughout the program.

EXHIBIT A.2 HOW COMMUNITY FEEDBACK INFLUENCED THE POLICY

COMMUNITY PRIORITY	FAIR TREATMENT OF APARTMENT RESIDENTS	VISITOR FLEXIBILITY	CONTRACTOR ACCESS	MEDICAL & CAREGIVER ACCESS	SIMPLE PERMIT PROCESS	CONSISTENT ENFORCEMENT	TRANSPARENT DECISION MAKING
Protect residential parking	Permit allocations based on dwelling units rather than housing type	Digital Visitor Session Permit Program	Temporary Contractor Permit Program	Caregiver and Medical Permit	Online resident portal	Standardized citywide enforcement procedures	Petition, technical review, Board review, approval process
POLICY OUTCOME Community Opt-In Residential Parking Permit Program							



PUBLIC ENGAGEMENT SUMMARY

The public engagement process demonstrated broad support for a Residential Parking Permit Program that protects residential parking while remaining flexible enough to accommodate the varying needs of Norwalk's neighborhoods.

Residents consistently emphasized the importance of balancing parking availability with practical administration, fair enforcement, and flexibility for visitors, apartment residents, contractors, and caregivers.

The final Residential Parking Permit Policy reflects these priorities by combining objective technical criteria with a resident initiated approval process and a flexible operational framework that can adapt to changing neighborhood conditions over time.



APPENDIX B PEER MUNICIPALITY BENCHMARKING

OVERVIEW

As part of the Residential Parking Permit Program planning process, comparable residential permit parking programs were reviewed to identify industry best practices, common operational approaches, and successful permit administration models.

The peer review was not intended to duplicate another municipality's program. Rather, the objective was to identify proven practices that could be adapted to Norwalk's unique neighborhoods, operational needs, and policy objectives.

The benchmarking process included a review of permit eligibility requirements, permit administration, visitor accommodations, enforcement practices, technology platforms, and program governance.



EXHIBIT B.1 PEER MUNICIPALITY COMPARISON

MUNICIPALITY	PROGRAM HIGHLIGHTS	BEST PRACTICES INCORPORATED INTO NORWALK
NEW HAVEN, CT	- Residential permit districts - Plate-based permits - Digital administration - Institutional parking management	Plate-based permits, neighborhood-based permit zones, digital permit management, resident-focused enforcement
HARTFORD, CT	- Permit parking adjacent to employment centers - Annual permits - Standardized regulations	Standardized permit administration, annual permit structure, consistent eligibility requirements
NASHVILLE, TN	- Resident petition process - Neighborhood participation - Flexible permit areas	Resident initiated Community Opt-In process, neighborhood specific implementation, petition thresholds
WEST HOLLYWOOD, CA	- Visitor permits - Digital guest management - Permit flexibility - Extensive technology integration	Digital Visitor Session Permits, caregiver permits, contractor permits, online resident portal

EXHIBIT B.2 BEST PRACTICES ADOPTED BY THE CITY OF NORWALK

 RESIDENT INITIATED PERMIT REQUESTS Nashville Community Opt-In petition process	 PLATE-BASED PERMIT ADMINISTRATION New Haven, Hartford GTechna permit management platform	 ONLINE RESIDENT PORTAL West Hollywood, New Haven GTechna Resident Portal	 DIGITAL VISITOR PERMITS West Hollywood Visitor Session Permit Program	 CONTRACTOR PERMITS Washville, West Hollywood Daily and weekly Contractor Permit Program	 CAREGIVER PERMITS Multiple peer communities Dedicated Caregiver and Medical Permit	 ANNUAL PERMIT RENEWALS Hartford, New Haven Annual Resident Permit
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EXHIBIT B.3 PROGRAM COMPARISON SUMMARY

PROGRAM ELEMENT	NORWALK	PEER COMMUNITY STANDARD
Community petition process	✓	✓
Occupancy verification	✓	✓
Plate-based permits	✓	✓
Digital resident portal	✓	✓
Digital visitor permits	✓	✓
Contractor permits	✓	Common
Caregiver permits	✓	Common
Annual permit renewals	✓	✓
Online permit management	✓	✓
License Plate Recognition compatibility	✓	Increasingly Standard
Annual program evaluation	✓	✓



EXHIBIT B.4 WHY THESE COMMUNITIES WERE SELECTED

 NEW HAVEN, CT Urban neighborhoods adjacent to hospitals and universities	 PRIMARY LESSON APPLIED Managing institutional parking impacts
 HARTFORD, CT Employment center spillover into residential streets	 Standardized permit administration and enforcement
 NASHVILLE, TN Growing city with strong neighborhood engagement	 Community Opt-In petition framework
 WEST HOLLYWOOD, CA Technology-driven permit management and visitor flexibility	 Digital permitting and customer experience

SUMMARY

The benchmarking analysis confirmed that the Residential Parking Permit Program developed for the City of Norwalk is consistent with current industry best practices while incorporating several operational enhancements tailored to the City's specific parking conditions and community priorities.

Rather than replicating a single municipality's program, Norwalk's Residential Parking Permit Policy combines proven administrative practices with neighborhood-specific implementation strategies, modern permit management technology, and a resident-driven approval process. This approach provides a scalable framework that can adapt to future neighborhood requests while maintaining consistent administration and enforcement throughout the City.



APPENDIX C PARKING OCCUPANCY ANALYSIS



DASHBOARD SUMMARY

This dashboard provides an executive summary of the parking occupancy analysis conducted throughout Norwalk's study areas. Detailed street-by-street data is provided in the following tables.

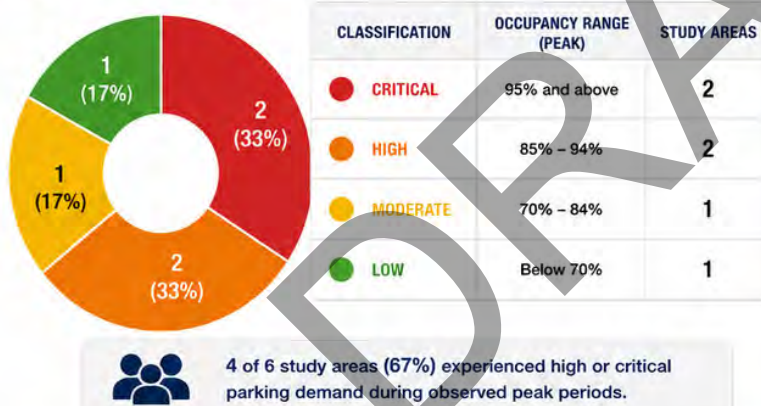
Occupancy data was collected during representative weekday and weekend periods at times identified by residents as experiencing parking constraints.



C.1 KEY METRICS AT-A-GLANCE



C.2 PARKING DEMAND CLASSIFICATION SUMMARY



C.3 OPERATIONAL ISSUES IDENTIFIED



C.4 OCCUPANCY SUMMARY BY STUDY AREA

STUDY AREA	TOTAL STREETS	TOTAL SPACES	AVERAGE OCCUPANCY		PEAK OCCUPANCY (OVERALL)	CLASSIFICATION (PEAK)	IMPLEMENTATION PRIORITY
			WEEKDAY	WEEKEND			
1 Hospital Area	32	1,024	82%	88%	96%	CRITICAL	Highest
2 SoNo	28	842	80%	87%	95%	CRITICAL	Highest
3 East Norwalk Station	27	688	74%	82%	91%	HIGH	High
4 Roger Square	32	744	66%	74%	83%	MODERATE	Medium
5 McMahon Area	28	676	62%	70%	79%	MODERATE	Medium
6 Manresa	25	677	54%	61%	68%	LOW	Lower
Citywide Totals All Study Areas	172	4,651	–	–	96%	–	–

Note: Occupancy is calculated as (occupied spaces / total legal spaces) x 100. Data represents observed conditions during resident-identified constraint periods.

Average occupancy reflects the week-two count data. The field notes column should be used to finalize sign packages, curb painting, and pilot-zone boundaries.

Area	Street/Segment	Spaces	Avg Occ	Peak Occ	Recommended Action
East Norwalk Train Station 1	Osborne - Seaview - Goodrow	4	89.3%	125.0%	Priority RPP / resident-exempt time limits
East Norwalk Train Station 1	Osborne - Goodrow - Vanzant	19	83.6%	110.5%	Time-limited parking with resident exemption
East Norwalk Train Station 1	Fort Point St	33	77.4%	103.0%	Time-limited parking with resident exemption
East Norwalk Train Station 1	East Ave - Goodrow - Seaview	6	59.8%	100.0%	Monitor / no immediate change
East Norwalk Train Station 1	East Ave - Vanzant - Goodrow	20	59.1%	125.0%	Monitor / no immediate change
East Norwalk Train Station 1	Cottage St.	40	58.0%	82.5%	Curb-management / one-side review
East Norwalk Train Station 1	Betts Pl.	17	47.6%	88.2%	Monitor / no immediate change
East Norwalk Train Station 1	East Ave - Winfield - Rowan	5	46.9%	100.0%	Monitor / no immediate change
East Norwalk Train Station 1	Osborne - Vanzant - Fortpoint	7	45.7%	85.7%	Monitor / no immediate change
East Norwalk Train Station 1	Seaview Ave	45	32.5%	42.2%	Curb-management / one-side review
East Norwalk Train Station 1	Rowan St.	24	30.5%	62.5%	Curb-management / one-side review

Area	Street/Segment	Spaces	Avg Occ	Peak Occ	Recommended Action
East Norwalk Train Station 1	Harvey St.	5	24.0%	60.0%	Curb-management / one-side review
East Norwalk Train Station 1	Van Zant - Osborne - East Ave.	36	16.8%	41.7%	Monitor / no immediate change
East Norwalk Train Station 1	Osborne - Fortpoint - John St.	32	15.3%	25.0%	Monitor / no immediate change
East Norwalk Train Station 1	Van Zant - Fortpoint - Osborne	22	9.2%	81.8%	Monitor / no immediate change
East Norwalk Train Station 1	East Ave - Rowan - Vanzant	11	2.6%	36.4%	Monitor / no immediate change
East Norwalk Train Station 2	Roger Square	14	64.5%	100.0%	Time-limited parking with resident exemption
East Norwalk Train Station 2	East Ave - Vanzant - Goodrow	20	60.0%	60.0%	Time-limited parking with resident exemption
East Norwalk Train Station 2	Villaway Rd.	21	40.5%	81.0%	Curb-management / one-side review
East Norwalk Train Station 2	Emerson St.	39	39.1%	61.5%	Curb-management / one-side review
East Norwalk Train Station 2	Russel St.	21	27.8%	47.6%	Curb-management / one-side review
East Norwalk Train Station 2	Winfield St. (Villaway-East Ave).	13	20.7%	69.2%	Monitor / no immediate change

Area	Street/Segment	Spaces	Avg Occ	Peak Occ	Recommended Action
East Norwalk Train Station 2	Cemetery Street	10	19.4%	80.0%	Curb-management / one-side review
East Norwalk Train Station 2	Burr Pl.	18	14.6%	22.2%	Curb-management / one-side review
East Norwalk Train Station 2	Stanley St.	29	0.1%	3.4%	Monitor / no immediate change
East Norwalk Train Station 3	East Ave - Goodrow - Seaview	6	100.0%	100.0%	Priority RPP / resident-exempt time limits
East Norwalk Train Station 3	Eddie Ave.	31	48.9%	74.2%	Curb-management / one-side review
East Norwalk Train Station 3	Prowit St.	36	45.2%	61.1%	Curb-management / one-side review
East Norwalk Train Station 3	St. John St.	16	36.4%	62.5%	Curb-management / one-side review
East Norwalk Train Station 3	Strawberry Hill (b/n Fitch and Raymond)	26	34.2%	80.8%	Curb-management / one-side review
East Norwalk Train Station 3	Myrtle St.	79	21.7%	32.9%	Curb-management / one-side review

Area	Street/Segment	Spaces	Avg Occ	Peak Occ	Recommended Action
East Norwalk Train Station 3	Fitch St.	24	20.5%	54.2%	Curb-management / one-side review
East Norwalk Train Station 3	Raymond Terrace	122	19.6%	36.9%	Curb-management / one-side review
East Norwalk Train Station 3	Laurel St.	30	18.0%	26.7%	Curb-management / one-side review
East Norwalk Train Station 3	Selleck St.	12	17.4%	50.0%	Curb-management / one-side review
East Norwalk Train Station 3	East Ave (b/n Fort Point & Raymond)	11	7.5%	81.8%	Curb-management / one-side review
East Norwalk Train Station 3	Mulberry Ln.	32	0.0%	0.0%	Curb-management / one-side review
Manresa Wilds	Neptune Ave	46	41.3%	63.0%	Monitor / no immediate change
Manresa Wilds	Burwell St.	32	28.3%	43.8%	Monitor / no immediate change
Manresa Wilds	Lawndes Ave	32	26.3%	46.9%	Monitor / no immediate change

Area	Street/Segment	Spaces	Avg Occ	Peak Occ	Recommended Action
Manresa Wilds	Sable St.	42	16.8%	31.0%	Monitor / no immediate change
Manresa Wilds	Baxter Drive	97	16.0%	32.0%	Monitor / no immediate change
Manresa Wilds	Naromake Ave	56	11.9%	19.6%	Monitor / no immediate change
Manresa Wilds	Yost St.	40	6.0%	17.5%	Monitor / no immediate change
McMahon High School	Lenox Ave	59	42.5%	94.9%	Monitor / no immediate change
McMahon High School	Deerfield St	65	32.7%	49.2%	Monitor / no immediate change
McMahon High School	Fern St	17	31.4%	52.9%	Monitor / no immediate change
McMahon High School	Edgewood St	47	30.9%	44.7%	Monitor / no immediate change
McMahon High School	Auburn St	39	29.5%	53.8%	Monitor / no immediate change
Norwalk Hospital	Stuart - Forest to CT Ave	19	78.0%	100.0%	Time-limited parking with resident exemption

Area	Street/Segment	Spaces	Avg Occ	Peak Occ	Recommended Action
Norwalk Hospital	Woodbury Ave	59	75.0%	93.2%	Time-limited parking with resident exemption
Norwalk Hospital	Rhodonolia Park	15	61.5%	93.3%	Time-limited parking with resident exemption
Norwalk Hospital	Stuart - Maple to Philip	17	59.4%	82.4%	Monitor / no immediate change
Norwalk Hospital	Truman Street	10	50.3%	80.0%	Curb-management / one-side review
Norwalk Hospital	Elmcrest Terrace	51	49.0%	68.6%	Monitor / no immediate change
Norwalk Hospital	Magnolia Ave	22	47.7%	86.4%	Curb-management / one-side review
Norwalk Hospital	Stuart - Philip to Forest	14	27.5%	100.0%	Monitor / no immediate change
Norwalk Hospital	Stevens Street	63	19.4%	41.3%	Monitor / no immediate change
Norwalk Hospital	Maple Street	10	17.1%	40.0%	Monitor / no immediate change
SONO Train Station	Concord Street	8	93.9%	112.5%	Priority RPP / resident-exempt time limits

Area	Street/Segment	Spaces	Avg Occ	Peak Occ	Recommended Action
SONO Train Station	Merritt Street	14	83.7%	107.1%	Time-limited parking with resident exemption
SONO Train Station	Chestnut Street	38	74.7%	102.6%	Time-limited parking with resident exemption
SONO Train Station	Merritt Place	7	69.4%	114.3%	Time-limited parking with resident exemption
SONO Train Station	South Main Street	49	45.0%	69.4%	Monitor / no immediate change side review
SONO Train Station	Ely Ave	39	29.7%	64.1%	Monitor / no immediate change
SONO Train Station	Monroe Street	16	26.8%	50.0%	Monitor / no immediate change
SONO Train Station	Henry Street	23	2.6%	17.4%	Curb-management / one-side review

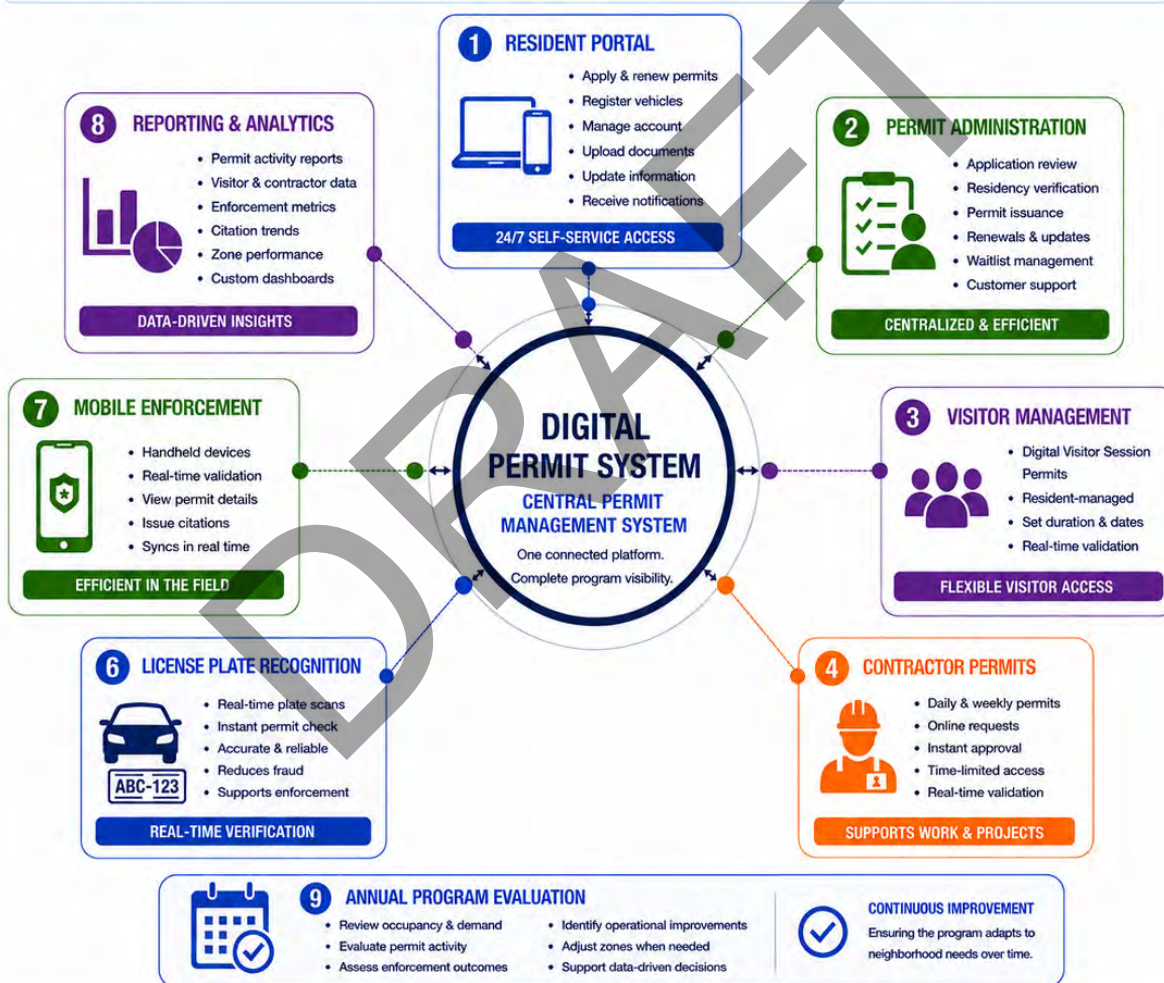
APPENDIX D

DIGITAL PERMIT SYSTEM

Powering Norwalk's Residential Parking Permit Program



The Digital Permit System integrates residents, permits, enforcement, and reporting into one connected system to deliver a modern, efficient, and transparent parking program.



THE DIGITAL PERMIT SYSTEM ADVANTAGE FOR NORWALK

