

City of Stamford  
Customer Services Department Cashiering and  
Permitting, Supervisor Frank M. Fedeli

FY 2017-18 Budget Presentation  
Fiscal Committee  
Board of Representatives  
March 22, 2017





# Services Provided

*(to citizens / to departments)*

Program (s)	Services Provided (include Volume - if applicable)
Critical & Mandated Programs Services	This department tracks, collects and deposits all parking and permit revenue. All services and staff costs are paid by the parking revenue we collect.
	Projected revenue for this fiscal year - \$6.7 million. This revenue pays for 18 city workers, including parking enforcement officers and traffic maintenance technical personnel.
Basic Services Quality of Life Programs	The processing and payment of all parking tickets and the appeal process for those citations. Sale of all permits: special events permits, beach permits, picnic permits, marina permits, launch and kayak permits.
Other Services	Beach permits and most permits are available on-line.



# ***Other Department Resources***

***Resources that supplement department staff  
(i.e.: consultants, outside firms, etc.)***

	<i>Function</i>	<i>Title</i>	<i>Role - Responsibility</i>
	Vendor	Municipal Citations	<i>Ticket and Appeals Processing, Sale of On-line Beach Permits</i>



# ***2016-17 Highlights***

***What are the most significant accomplishments made & challenges faced by the department in the last FY?***

- More phone apps for parking services
- On-line parking appeals
- Increased hours for ticket processing and the sale of permits.
- Improved technology powers an increase in scofflaw detection and a corresponding revenue increase.
- An increase in parking ticket, parking, garage and permit revenue.



# ***Department Challenges***

## ***Key Program/Department Challenges (exclude staffing level impact)***

- Handling increased demand for all level of ticket and permitting services.

## ***Budget Scenarios***

- Cashiering and Permitting and staff is bare bones, one supervisor and four staffers.
- Two staffers have been cut in recent years. A staffing cut would significantly reduce this department's ability to provide the most basic services.
- One additional staffer would be cross trained to function in cashiering and permitting and Citizens Services.



# ***Performance Metrics***

***Using data explain how well your department is performing (i.e. using baseline data, performance standards and or benchmark against other groups or cities).***

***Our baseline metric is parking ticket revenue. Two years ago we earned \$1.8 million, \$2.5 last fiscal year and this year's conservative projection is \$2.8 million.***

***Comparisons to other cities and towns are not relevant. For instance, White Plains, New York, frequently compared to Stamford, has 19 parking garages, Stamford has three.***



# 2017-2018 Goals

## *What are your department goals and plans for 2017-18?*

- List Goals and Priorities for your department in 2017-18

Increase in all revenue areas and more on-line services a more advanced method of collecting scofflaws

- Describe in detail the plan to achieve them

This will be done in coordination with the new traffic director and the first steps have been taken

- What are the obstacles to attaining your goals?

None because cooperation with the traffic director and enforcement supervisor are very good.

- How will you measure your success?

Success will be measured if revenue continues to increase



# ***Department Changes***

## ***Major changes planned for the department***

- Cashiering and Permitting will serve as the collection agency for proposed Harbor Commission user fees designed to allow operation of the commission at no cost to the tax payer. These fees will provide increased harbor safety services for commercial recreational vessels.
- Underway are ways to reduce redundant ticket appeals and a faster, cheaper way to deal with ticket scofflaws.