

CITY OF NORWALK MARITIME GARAGE

A streamlined, technology-first solution to modernize operations and improve the customer experience.



OLD SYSTEMS, NEW DEMANDS

For over a decade, LAZ has operated the 500-space Maritime Garage in Norwalk, CT. Outdated parking equipment limited technology and payment upgrades, prompting the City of Norwalk to partner with LAZ to modernize operations.

ONE GARAGE, SMARTER TECHNOLOGY

LAZ deployed smart, cloud-based tools to simplify operations and enhance the parking experience.



CLOUD-BASED PARCS UPGRADE

Legacy PARCS equipment was replaced with cloud-based parking technology, reducing downtime, minimizing manual processes, and lowering service calls through centralized system management.



TOUCHLESS PAPERLESS EXIT PAYMENTS

By integrating Paperless Exit with the new equipment, customers gained new, flexible payment options and a more convenient exit experience.



OPERATIONAL SIMPLICITY

Removing pay stations improved traffic flow, minimized exit congestion, and enhanced overall operational efficiency while continuing to ensure reliable revenue capture.

THE RESULTS

Significant improvements quickly followed the shift to digital parking operations:

+14.3%

Total parking revenue

10K

Average # digital transactions
(in first 3 months)

10%

Paperless Exit adoption rate

+15%

Positive customer feedback

The PARCS upgrade, enhanced by Paperless Exit integration, produced measurable improvements in revenue, operations, and customer satisfaction while supporting long-term, scalable success.