

## CITY CENTRE NEIGHBOURHOOD PLAN PARKING IMPLEMENTATION STRATEGY

City of Vernon, BC

04 June 2012



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**Appendix A: Open House Feedback**



## 1.2 SUMMARY OF STRATEGIES

The CCNP (Section 8.0, pg 53-54) identifies 17 parking action items that provide direction for this document. The following actions are contained in this document:

- Develop a cash in-lieu of parking policy;
- Undertake a Zoning Bylaw review to review parking requirements and provide shared parking provisions;
- Develop criteria for small parking lots within two blocks of 30th Avenue;
- Identify shared use options to address employee parking during business hours;
- Evaluate technology changes and upgrades to parking/enforcement infrastructure;
- Identify streets with potential to increase supply by converting to angled parking;
- Assess disabled parking permit with flexibility to use any metered space;
- Develop time frame for increases to on- and off-street parking rates; and
- Assess feasibility of new parkade to complement or replace existing structure.
- Review the CPTED report of existing parkade and budget for improvements;
- Continue developing a full inventory of public and private parking facilities;
- Work with employers to develop a long term solution for employee parking;
- Establish Parking Commission to monitor changes and for implementing actions;
- Develop branding image to improve directional signs to/from parking facilities;
- Develop programs and marketing to improve public relations;
- Create a system that clearly indicates terms, rates and time limits of meters; and
- Develop system for investment of parking revenue into parking initiatives, streetscape upgrades and projects to reduce parking demand.

## 1.3 STUDY AREA

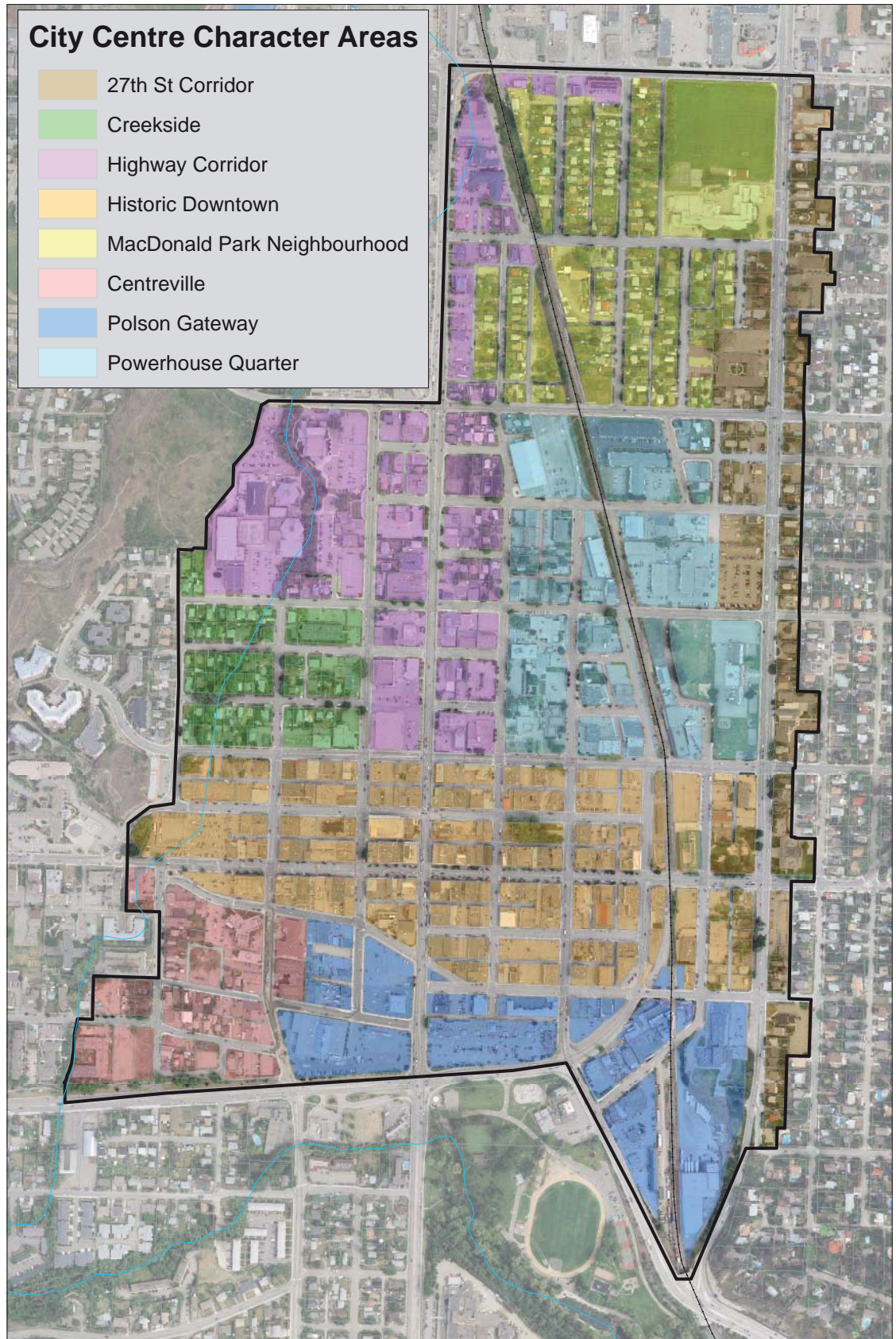
The study area for this document is the CCNP area, as shown in *Figure 1*.

## 1.4 CONSULTATION

During the process of developing this Strategy, a survey was completed of DVA members and an open house was hosted to gather feedback on the potential strategies outlined in this document. A summary of the open house feedback is included in *Appendix A*.



Figure 1 | CCNP study area



## 2. ON-STREET

Through data collection and observation, it was determined that overall peak on-street parking occupancy is approximately 50%, which means roughly half of all on-street parking spaces in the City Centre are unoccupied during the busiest period of the day. This would suggest that there is ample opportunity to park on-street at all times of day. However, feedback from a portion of the community suggests that there is insufficient on-street parking supply in the downtown. Further data analysis revealed that certain on-street parking supplies within the downtown area have exceptionally high occupancy rates throughout the day, most notably 30th Avenue where occupancies are as high as 90%. The suggestion from the community that there is insufficient on-street parking supply is attributed to high demand for parking on 30th Avenue and the inability or unwillingness to utilize available parking located nearby.

There are opportunities to lower parking demand on 30th Avenue and better encourage use of surrounding parking supplies through the following incentives and disincentives:

- **Information/Signage** will be established to inform parkers of available parking in surrounding areas. This will include signs directing parkers to surrounding areas, gateway/entrance signs that present information to visitors, hardcopy maps/brochures, and online information. Information is particularly important with time limits and/or pricing changes.
- **Pricing** should increase on 30th Avenue to encourage a shift in demand away from 30th Avenue. Pricing changes should be implemented in coordination with information and signage improvements, as well as new meters to improve convenience.
- **Time Limits** could be shortened on 30th Avenue to accommodate short-term parkers and encourage longer-term parking in surrounding areas. Time restrictions could also be increased in surrounding areas for longer stay parking. Changes in time restrictions should be coupled with improved information and signage.

### 2.1 PRICING

Pricing presents an opportunity to influence parking demand characteristics. An increase in rates for all meters would result in a decrease in parking demand across the entire area. This is not necessary as existing peak occupancy rates are moderate in all but a few areas. Alternatively, pricing should be increased on 30th Avenue relative to adjacent areas to facilitate a shift in usage to the under-utilized areas.

Consultation was undertaken with a stakeholder committee comprised of City Centre business, tourism, and development interests, area residents, and City staff. It was acknowledged that strategies are needed to relieve the parking demand on 30th Avenue. An increase in pricing on 30th Avenue was viewed more favourably from all stakeholders than a time limit decrease. It was suggested that a significant component of the negative perception associated with priced parking is the inconvenience of carrying/finding correct change, and that the potential negative perception of an increase in price could be off-set with a corresponding improvement in meter technology to accept multiple payment options, as explained in *Section 2.4*.

On-street parking rates were reviewed from comparable British Columbia communities. See *Table 1*. Results suggest that Vernon’s existing rates are typical, but that some communities have made the jump to \$1.00 per hour.

**Table 1 | ON-STREET PARKING PRICES IN OTHER BC COMMUNITIES**

Community	Cost
Fort St John	\$0.50 / hr
Kamloops	\$0.50 / hr
Kelowna	\$0.50 / hr
Nanaimo	\$0.50 / hr
Nelson	\$1.00 / hr
Penticton	\$1.00 / hr
Salmon Arm	\$0.25 / hr
Trail	\$0.50 / hr

Parking occupancy on 30th Avenue is in excess of 90% during peak periods and remains high throughout much of a typical day. Conditions are more or less the same along the entire length of 30th Avenue from 29th Street to 35th Street. It is therefore recommended that the City increase parking rates from \$0.50/hour to \$1.00/hour on 30th Avenue from 29th Street to 35th Street to encourage parkers to use adjacent streets. This should be a short-term action (i.e. 2 year time frame) undertaken in coordination with the following strategies:

- New parking meters should be installed on 30th Avenue to improve convenience. Increased revenue resulting from higher rates can off-set meter costs. Refer to *Section 2.4* for more details.
- A signage plan should be developed to communicate the higher prices on 30th Avenue and direct vehicles to alternative on-street parking areas on adjacent streets. Refer to *Section 6.1* for more details.
- A promotional campaign should be undertaken to alert business owners and customers of the changes in parking pricing on 30th Avenue, explain why this is necessary, and alert them to alternative on-street parking areas on adjacent streets. Refer to *Section 6.3* for more details.

**2.1.1 Revenue Increase**

Annual revenue is currently estimated at approximately \$95,000 for all meters 30th Avenue from 29th to 35th Street, at the existing rate of \$0.50 per hour. This averages to approximately \$900 per meter per year. The proposed increase in price from \$0.50 to \$1.00 per hour would result in a two-fold increase in revenue (i.e. \$190,000) if all vehicles continued parking on 30th Avenue, however the purpose of increasing costs is to relieve pressure on 30th Avenue by encouraging a portion of vehicles to park nearby.

The impact of pricing changes on demand is referred to as an “elasticity”. Parking pricing operates on an elasticity of approximately -0.1, which applied to the increase in price on 30th Avenue results in a decrease in demand of approximately 10% for all portions

of the day when costs are in effect. This represents a net increase in annual revenues of approximately \$70,000 per year resulting from the price increase. Attention must be given to ensure the revenue increase is accounted for and assigned to program and infrastructure improvements in the City Centre, such as the new meters recommended in *Section 2.4* and on-going streetscape improvements.

## 2.2 RESTRICTIONS

### 2.2.1 30th Avenue Time Restrictions

Consideration was given to decreasing time restrictions on 30th Avenue from two hours to one hour as a strategy to decrease demand. Parking observations of 30th Avenue from 2010 determined that 75% of vehicles park for one hour or less, 23% for one to two hours, and 2% in excess of two hours. This suggests that current time limits are generally adhered to and that decreasing the time limit to one hour would only impact approximately one-quarter of parkers.

However, consultation with stakeholders revealed a concern for reduced time limits. All suggested that a large portion of 30th Avenue customers require at least one hour, and reducing time limits would discourage customers from doing businesses on 30th Avenue. It was suggested that a price increase on 30th Avenue is preferred over decreasing the time limit.

It is recommended that time limits on 30th Avenue remain at two hours. Once the proposed price increase is in place, the City should undertake further observations of 30th Avenue to assess parking conditions both during and outside the peak tourist season. If it is determined that further action is required to reduce demand and encourage use of alternative nearby parking, the City may then consider reducing time limits on 30th Avenue to 90 minutes or one hour.

Time limits were reviewed for “main streets” in other British Columbia communities as a comparison. See *Table 2*. Results suggest an approximately equal split between one-hour and two-hour time restrictions.

**Table 2 | TIME LIMIT ON “MAIN STREETS” IN OTHER BC COMMUNITIES**

Community	Location	Time Limit	Metered?
Campbell River	Shoppers Row	1 hour	No
Creston	Canyon St	2 hours	No
Kamloops	Victoria St	2 hours	Yes
Kelowna	Bernard Ave	2 hours	Yes
Nanaimo	Commercial St	2 hours	No
Nelson	Baker St	1 hour	Yes
Parksville	Alberni Hwy	1 hour	No
Penticton	Main St	1 hour	No
Prince George	Third Ave	2 hours	No
Salmon Arm	Hudson Ave NE	1 hour	No
Trail	Bay Ave	2 hours	Yes



### **2.2.2 Reserved Small Car Parking**

To encourage trips by smaller more economical vehicles, the Traffic Bylaw should be changed to include small cars. This is necessary to allow for reduced length parking spaces and for them to be signed and enforced for small vehicles only. Where ever possible these spaces should be located in preferential locations. This will allow additional spaces to be added where previously they couldn't.

## **2.3 PERMITS**

### **2.3.1 Disabled Parking Permit**

The CCNP recommends a new disabled parking permit system that allows parkers with a disabled parking permit to utilize any metered space without charge. Time restrictions would still apply. A similar system is in place in Kelowna and Kamloops. The advantage is that it allows disabled permit holders not only to park in designated disabled parking spaces, but also to use regular parking spaces that might be located closer to their end destination. This reduces the need to expand the supply of dedicated disabled parking spaces that are typically utilized at a lower rate and frees up designated spaces for those disabled persons who can only use the designated spaces with the lower meter and curb letdown.

This strategy supports establishing a “universal” disabled permit system. The steps to implement the program are as follows:

- Make all necessary changes to the Traffic Bylaw;
- Inform Independent Living Vernon of the changing terms associated with disabled parking permits so they can inform permit holders as they are issued or renew their permits;
- Prepare materials for the City website and tourist material, as permits are valid across jurisdictions according to the programs in other communities; and
- Bylaw enforcement must be notified of the changes allowing vehicles with a disabled parking permit to occupy metered spaces without paying. Bylaw must ensure that they have an appropriate method of monitoring.

### **2.3.2 Resident Permit System**

The City operates a resident permit system in select neighbourhoods where spillover from adjacent land uses inhibit the resident and residential visitors ability to park on-street within a reasonable distance of their home. Residents are required to register with the City at an annual cost of \$10 and are entitled to two permits per household. Permits aren't tied to a particular vehicle, so they may be used in a resident vehicle or by visitors. The City erects signage in the affected areas identifying that residential parking permit holders may only park in on-street spaces. The City then provides enforcement to these areas on an irregular basis and responds to resident complaints.

The advantage of this program is that it retains the resident's ability to park on-street in the vicinity of their home in case they have insufficient off-street parking or choose to park on-street. The disadvantage is that it specifies on-street parking as a resource for specific residential land owners over all others, when on-street parking is ultimately a public resource. The residential permit system also requires administration, new

signage and enforcement, all of which are a financial burden on the City. It is recommended that the City only implement the resident permit system in cases where community requests are verified. OCP objectives of mixed land use and increased density in the City Centre may lead to the need for resident permits in residential areas with increasing commercial uses. However, a detailed review of the administration and enforcement costs needs to be undertaken to ensure that the permit fee covers the cost of providing this service.

### 2.3.3 Low Emission Vehicle Permits

Low emissions vehicles are typically considered any hybrid or similar vehicle that emits few emissions. Travel conducted by low emissions vehicles does not reduce parking demand, but represents a considerable reduction in GHG emissions from conventional automobiles.

As a means to encourage travel by low emissions vehicles, the City should develop a low emissions parking permit that allows designated low emissions vehicles to park in on-street parking meters free of charge. Similar to the proposed disabled parking permit, all vehicles displaying a valid permit would be entitled to park in any on-street parking space without payment, but would still be required to adhere to time limits. The program would be administered by the City, who would identify vehicles that qualify as a low emissions vehicle, distribute passes to eligible vehicle owners, and work with Bylaw Enforcement to ensure the terms of the permit are understood.

The City of Kelowna has developed a similar “Eco-Pass” program that Vernon could model a program after. Vehicle’s eligible for an Eco-Pass must have a maximum manufacturer posted fuel consumption of 5.9 L / 100km (city), be a 2004 model or newer, and have a minimum capacity of at least two people. Passes are currently offered for free.

Additional information on Kelowna’s Eco-Pass is available at:  
[www.kelowna.ca/CM/page1649.aspx](http://www.kelowna.ca/CM/page1649.aspx)



*A hybrid vehicle displaying an Eco-Pass permit in Kelowna.*

## 2.4 PARKING SUPPLY

### 2.4.1 Convert Parallel to Angle Parking

City Centre road widths were measured from curb to curb to determine the potential to increase on-street parking supply by converting existing parallel parking spaces to angle parking. There are roadways where existing two-sided parallel parking can be converted to two-sided angle parking by altering curb locations, which becomes expensive. However, there are road segments where one side of on-street parking could be converted to angle parking with no curb alterations. See *Table 3*. The following road segments are identified:

- 28th Avenue from 30th to 32nd Street. Opportunity to switch to angle parking on the south side and increase supply by approximately 12 spaces. Parking currently experiences moderate occupancy during peak periods, but is within two blocks of 30th Avenue.
- 33rd Street from 31st to 32nd Avenue. Opportunity to switch to angle parking on the east side and increase supply by approximately 4 spaces.
- 34th Avenue from 29th to 30th Street. Opportunity to switch to angle parking on the south side and increase supply by approximately 6 spaces. Would require reducing the number of vehicle lanes and dedicated turn lanes.

In all cases current utilization is low, which suggests additional supply is unnecessary. It is not recommended that the City convert to angle parking at this time.

**Table 3 | POTENTIAL LOCATIONS TO CONVERT PARALLEL TO ANGLE PARKING**

Location	Potential Increase in Supply
28th Avenue, 30th - 32nd St	12
33rd Street, 31st - 32nd Ave	4
34th Avenue, 29th - 30th St	6
<b>22 spaces</b>	

### 2.4.2 Reallocate Curb Space on 30th Avenue

Particular attention is given to balancing the competing needs for curb space on 30th Avenue. The following changes are recommended:

- A loading bay is located in front of the Kalamalka Hotel Bar and Grill and was originally provided for taxis when it functioned as a hotel. This property now has rear loading facilities and the front loading bay is no longer needed. This space will be converted to two parking spaces.
- Following the relocation of the transit terminus to 31st Avenue next to Cenotaph Park, the bus stops on 30th Avenue require readjusting. The existing stop on the south side next to Nature's Fare will be retained and the existing no parking section on the northern side next to Safeway will become a new bus stop. The two stops immediately west of 33rd Street will no longer be required and on-street parking spaces will be installed in their place.

- Since the Medical Centre relocated to the 2nd floor of 3207 30th Avenue, repeated requests have been received for a loading stall for HandyDART and deliveries of medical supplies. A walkway from the parkade was constructed to address the needs of disabled customers and the disabled parking space on 33rd Street was relocated next to the stairwell for those disabled customers whose vehicles are too tall to access the parkade. However, as this was the only available HandyDART loading area, customers have been dropped off at the 30th Avenue bus stop on the western side of 33rd Street. This practice results in one of two BC Transit policies being broken - either not delivering disabled clients to the front door or drivers leaving their vehicle unattended. As this bus stop will no longer be available, per *Section 2.3.1*, two parking spaces on 30th Avenue will be converted into a loading zone.

Overall these recommendations will maintain the current number of parking spaces and subject to the detailed design of the 30th Avenue revitalization project may lead to an increase, whilst providing a balance between the competing demands for curb space on 30th Avenue.

#### **2.4.3 Bicycle Parking**

Bike parking is currently provided at various end of trip locations in various shapes and sizes of bike racks. However, some are not easily identifiable as bike parking and require additional signage. There are also gaps in this provision and bike racks should be provided at the locations identified on *Map 1* on the following page.

The bike cage in the parkade is not used. This type of facility is normally provided for use by one business, so that all users are known to each other. In a public situation it would be possible to purchase a \$30 key, enter the cage with a pair of bolt cutters and steal a very expensive bike. This cage will be removed and replaced with individual bike lockers and motorcycle parking.

Additionally, six bike lockers are being installed as part of the new transit terminus. This is considered an adequate number for the next five years. Annual monitoring of their use will be conducted and dictate when additional lockers are required.

#### **2.4.4 Tour Bus Drop-off**

Council previously received a request for tour bus drop-off facilities as near to 30th Avenue as possible. An interim location was approved on 31st Avenue adjacent to Cenotaph Park, although the transit terminus is being relocated to this location in April 2012. A tour bus drop-off area should be established in the location of the current transit terminus by retaining the western-most bus stop closest to 35th Street.

#### **2.4.5 Motorcycle Parking**

Purpose built parking stands should be installed in the Parkade as in Section 2.4.3 and at the Bennett Parking Lot, the Old Civic Arena and the Coldstream Parking lot to facilitate trips by motorcycle in the short-term. In the medium term on-street spaces should be sought.





## 2.4 METER INFRASTRUCTURE

### 2.4.1 Upgrades to Accept New Coins

In Spring 2012, the Canadian Mint will introduce new toonies and loonies. The new versions are made from steel rather than nickel and have a different weight and composition, requiring coin-operated equipment to be altered or replaced to accept the new coins.

Bylaw Enforcement has been in communication with the City's parking meter supplier. The supplier has noted that the City's newer parking meters can be retrofitted to accept the new coins at a cost of approximately \$10 per meter. The City currently has 725 of the newer meters. The City has an older model that cannot be retrofitted and require replacement of 238 meters. In addition, 3 permit dispensers will need to be retrofitted at a cost of approximately \$300.00 each. The total cost to upgrade existing meter equipment to accept the new coins is \$77,688.59 (including HST and contingency). See *Table 4*.

**Table 4 | COSTS FOR PARKING METER UPGRADES TO ACCEPT NEW COINS**

Task	Cost / unit	Quantity	Total Cost
Retrofit newer meters to accept coins	\$10	725	\$7,250.00
Replace older meters with new meters	\$244.75	238	\$58,250.50
Retrofit permit meters to accept coins	\$300	3	\$900.00
		<b>Sub-Total</b>	<b>\$66,400.50</b>
		HST	\$7,968.06
		Contingency (5%)	\$3,320.03
		<b>Total</b>	<b>\$77,688.59</b>

### 2.4.2 Future Meter Upgrades

The recommended increase in on-street parking prices on 30th Avenue is expected to generate an additional \$70,000 in annual revenues. It is suggested that the City look closely at opportunities to improve the efficiency of parking meters and customer convenience in coordination with the price increase, using the increase in revenues to offset the cost of new meters. The following is an assessment of meter technology options and their costs, with a summary in *Table 5*.

#### **Conventional Meters**

The City Centre contains an estimated 947 on-street parking meters, all of which are conventional meters (see photo on following page). Meters accept payment by coin only and require emptying on a frequent basis. The meters offer no information to the City in regards to parking patterns and cannot have their rates changed without physically modifying each meter. Meter heads cost approximately \$250 each.



*Example of a conventional parking meter used in downtown Vernon.*

### **Smart Parking Meters**

New single-meter “smart” parking meters are typically solar powered and may be installed on existing on-street meter poles. Meters offer numerous payment options and communicate by wireless technology, providing realtime parking utilization information to the City. They also automatically indicate when they require collections or servicing, rather than having staff monitoring them on a full-time basis. They may be installed with in-ground sensors that can then reset the meter each time it is vacated and provide opportunity for additional revenue.

The following are some of the key benefits to the City:

- Credit card and smart card payment results in less effort collecting coins.
- Solar powered units save in battery costs.
- Enforcement is made easier through vehicle detection and realtime information.
- Realtime information assists in assessing parking management needs.

Smart parking meters cost approximately \$500 for each unit. There will be additional system costs depending on the communication method chosen and to initiate credit card processing. Annual operating costs are estimated at approximately \$100 per unit, which includes credit card gateway fees but does not include credit card processing. If in-ground sensors are installed there are additional fees for wireless communications and database management, however they would result in increased revenues as unused time that has already been paid for is erased after a vehicle leaves the space. Limited experience in other communities suggests potential revenue increases of up to 20%.



Example of a “smart” parking meter being used in downtown Vancouver.

### **Kiosk-style Meters**

Kiosk-style parking meters are a central parking “kiosk” that replaces the need for individual meters at each parking space. Each kiosk can serve as many as ten parking spaces, although 6 to 8 spaces is typical. They are provided as either “pay and display” or “pay and go” systems and present many of the same advantages as the smart meters - multiple payment options, realtime information, solar powered (although not all are), and advertising space for additional revenue generation. Many communities have noted improved aesthetics of kiosks in place of meters, although preliminary discussions with stakeholders and City staff revealed dislike for their appearance.

Kiosks range in price between \$10,000 and \$15,000, depending on the supplier and features. Assuming each unit costs \$12,000 and serves six parking spaces on average, capital cost is \$2,000 per space. Operating costs are estimated at \$1,400 annually per kiosk, assumed to be approximately \$230 per space.<sup>1</sup>



Example of kiosk-style meter used in downtown Victoria. (Source: [www.koolmornings.wordpress.com](http://www.koolmornings.wordpress.com))

<sup>1</sup> Cost estimates based on discussion with City of Victoria staff.



**Table 5 | SUMMARY OF PARKING METER COSTS**

	<b>Conventional Meter</b>	<b>Smart Meter</b>	<b>Kiosk-style Meter</b>
Capital cost (per space)	\$250	\$500	\$2,000
Estimated lifespan	15 years	10 years	10 years
Operational cost (annual, per space)	\$10	\$100	\$230
<b>Total Cost</b> (per space, over 25 years)	<b>\$700</b>	<b>\$3,750</b>	<b>\$10,750</b>

**Summary**

Newer meter technologies with multiple payment options should be implemented in coordination with price increases on 30th Avenue. Smart parking meters are expected to involve less capital and annual operating costs than kiosk-style meters, and are seen favourably by the stakeholder group and City staff.

The capital cost of replacing the 110 meters on 30th Avenue with smart meters is estimated at \$55,000, which is similar to the annual increase in revenue of \$70,000 expected from increasing rates on 30th Avenue. Additionally, the City is set to replace 238 existing meters so that they will accept new coins soon to be released. Replacing a conventional meter costs \$250, half the cost of a smart parking meters. Considering budget has been established for conventional meters, the added capital cost of smart parking meters is an additional \$30,000 above the existing meter budget. It cannot be understated how valuable having multiple payment options is to parker convenience and the opportunities available to the City to improve efficiency through improved communication associated with smart parking meters.

Accordingly, it is recommended that the City install “smart parking meters” on all spaces on 30th Avenue, from 29th Street to 35th Street (106 spaces). The smart parking meters should be installed in coordination with the proposed price increase. Existing meters on 30th Avenue should be moved to alternate locations in place of existing meters that require replacement to accept new coins.

## 3. OFF-STREET

Off-street parking is primarily intended for longer-term parkers, typically downtown employees or residents. The majority of off-street parking supplied in the City Centre is privately owned and the City has little influence in how it is managed, but it is noted that they have closely matched the rates charged by the City. The City operates the parkade on 31st Avenue, a series of lots available with monthly permits, and free parking areas on the periphery of the City Centre. See *Map 2* on the following page.

### 3.1 PARKING STRUCTURES

The City's existing parkade is located on 31st Avenue, to the west of 32nd Street. It includes a total of 186 parking spaces and is available for monthly and hourly parking.

The CCNP identifies increasing utilization of the parkade as a priority to address demand for off-street parking. The following options are provided for increasing utilization.

#### 3.1.1 Improve Security

A Crime Prevention Through Environmental Design (CPTED) assessment was completed for the 31st Avenue parkade<sup>2</sup>. The assessment notes that the parkade appears dark and gloomy and is perceived as unsafe, although levels of incidents are low compared to expectations for a facility such as this. The assessment notes that the parkade is being under utilized by the public as a result of perceived unsafe conditions.

The CPTED assessment provides recommendations to improve the safety and security of the facility, summarized as follows.

1. Replace existing waste bins on the ground floor with wall-mounted or floor-fixed metal bins, as well as introduce fixed waste bins in stairwells.
2. CCTV signage should be displayed to deter criminal activity (and meet privacy requirements). Might also consider Crime Prevention Auto Crime signs.
3. CCTV camera systems require upgrade for improved image clarity and monitor in entrance of Bylaw Enforcement office should be moved to a private area (the City is currently working on this).
4. Grey concrete walls should be painted a bright colour to lighten the facility and edging strips attached to pillars.
5. Lighting is in need of improvement - daytime lighting should be increased, ceiling mounted lights should be extended below ceiling beams, wall mounted lights should be located at pedestrian accesses, and existing lighting requires cleaning, broken bulbs and cracked coverings replaced, and regular maintenance.
6. Parkade wayfinding and marketing is noted as a means to increase utilization, thereby deterring deviant behaviour and improving the sense of security.

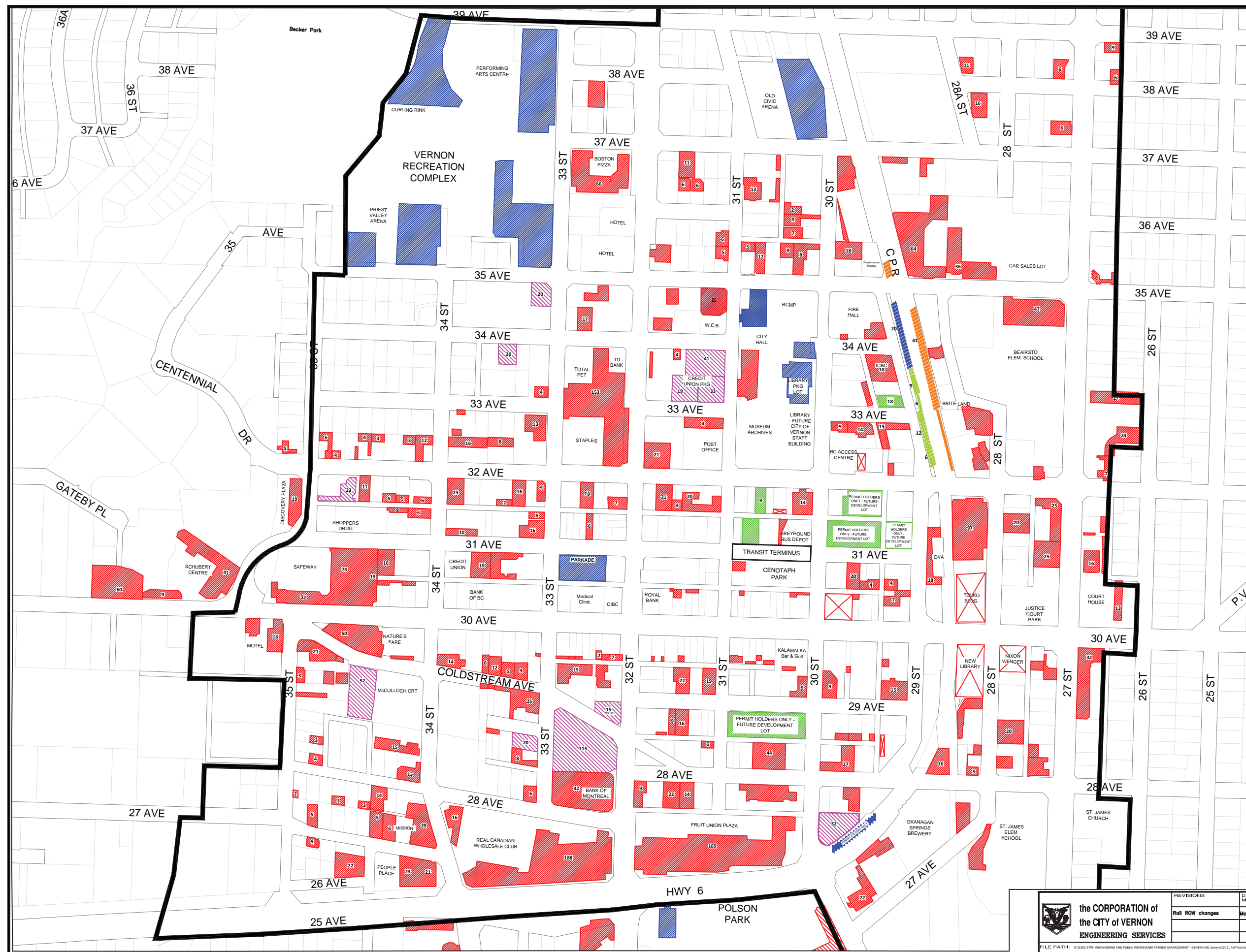
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<sup>2</sup> Assessment undertaken by Vernon/North Okanagan RCMP, 2011.

# Off-Street Parking in Vernon

## KEY

-  City Owned and Managed
-  City Owned Temporarily & / or Managed by City
-  Privately Owned Leased
-  Privately Owned Not Leased
-  Privately Owned Underground / Covered
-  Parking in Road and Rail Right of Way Managed by City
-  Parking in Road and Rail Right of Way individual stalls
-  Parking in Road and Rail Right of Way individual stalls for specific businesses
-  Parking in Rail Right of Way Currently unrestricted
-  City Centre Neighbourhood Boundary



 <b>the CORPORATION of the CITY of VERNON</b> ENGINEERING SERVICES	REVISIONS Rail ROW changes	DATE MADE Mar 2012	APPROVED BY RD	PROJECT TITLE Off-Street Parking
	DRAWING NUMBER Plan A	DRAWN AW	DATE Jan 2011	APPROVED RD
FILE PATH: G:\3230-5799-ENGINEERING AND PUBLIC WORKS\480-PARKING MANAGEMENT - GENERAL\301 General\3011 AW Restrictions and Parking.dwg		NORTH	SCALE NTS	PAPER SIZE 22" x 34"

### **3.1.2 Improve Wayfinding**

Numerous issues were noted with existing signage for the parkade, including conflicting signs for other parking sources, inconsistent directional signs from Highway 97, and lack of signage acknowledging the parkade location. It is recommended that the City pursue signage/wayfinding improvements described in *Section 6.1.1*.

### **3.1.3 Payment Method**

Complaints have been received regarding the difficulties customers have locating payment machines. The City recently improved signage of these machines, but may consider further improvements to address this concern.

The City should also consider a “pay by foot” system as a longer-term action if security issues exist in future. This system requires each parker take a ticket upon entry. When their tips is complete they put the ticket into the payment machine and pay the cost indicated. The validated ticket is returned and used to operate an exit barrier.

### **3.1.4 Future Parkade Needs**

The CCNP recommends consideration for a new parkade as a complement to or replacement for the existing parkade. It is suggested that the construction cost of a new 250-space parkade would be approximately \$8-10 million based on costs from other communities.<sup>3</sup> This is significantly greater than the costs associated with the alternative options for addressing off-street parking demand and cannot be supported at this time given that there is already an existing under-utilized parkade. Instead, the City should pursue the various parking management actions recommended in this strategy to enhance the off-street parking options available and encourage utilization of the existing parkade.

The City will review City Centre parking conditions in 2017 (i.e. 5 years) to assess the impact of the proposed parking management actions and reconsider the need for a new parkade at that time.

## **3.2 SURFACE PARKING**

### **3.2.1 Potential Off-Street Parking Areas**

The CCNP recommends developing criteria and identifying potential locations for small “pocket” parking lots within two blocks of 30th Avenue. There are numerous vacant or under-developed properties within this area that could potentially be utilized for future public surface parking lots. However, it should be recognized that properties within two blocks of 30th Avenue possess more value as development sites than as surface parking. Additionally, with the exception of 30th Avenue, all on-street parking supplies in the area have relatively low occupancy rates with potential to accommodate more vehicles.

It is therefore recommended that additional surface parking lots are not required at this time. Instead, efforts should be focused on making more efficient use of existing on and off-street parking and encouraging use of peripheral parking areas for all day parking. The City should review City Centre parking conditions in 2017 to determine if a parkade is needed.

During the compilation of this report two additional off-street parking lots have been formalized. The first is a combination of rail right of way and road right of way

<sup>3</sup> Based on figures from Kelowna and Victoria.



immediately south of 35th Avenue. This was previously uncontrolled, but due to the rail operators' requirements, a lease is now in place and monthly permits are now available. The second was the vacant Bertelsen's lot on the corner of 29th Street and 33rd Avenue. As a result of the rail operators' recent need to manage parking in its right of way the owner of this lot has entered into an agreement with the City to manage and operate this as a monthly permit parking lot.

Two additional sites were identified with potential to address need for off-street parking:

- There is a site at **28th Street / 35th Avenue** that is currently sitting vacant and undergoing remediation. This is five blocks (350m) from 30th Avenue, approximately 4 minutes walk and more central to the north end of the City Centre. The City may consider approaching the land owner to gain access to this site for public parking if an additional off-street parking supply is sought. Relatively high utilization rates of parking along the railway adjacent this site suggests there is demand in the area. If secured, this lot should be offered on a monthly basis at a reduced rate from lots more centrally located.
- The **Old Civic Arena** on 37th Avenue offers a significant parking supply available free to the public. This parking resource is only partially occupied during a typical weekday, suggesting that the approximately 5-minute walk to 30th Avenue is further than many are willing to walk. This lot should continue to be made available free of charge and better marketed to employees. The CCNP notes that the site will become a public open space when the ice rink is no longer serviceable, which is expected to be in the 5 to 10 year time frame. More in *Section 6.3*.

### **3.2.2 Accommodate RV Parking**

A large number of recreational vehicles (RVs) travel through Vernon during summer months. Given appropriate parking facilities, visitors would be more likely to access food outlets, retail businesses, and tourist attractions. It is important that RVs are accommodated with parking areas appropriate for their large size and sani-dump facilities for on-board refuge.

Currently public RV parking is provided at the Old Civic Arena on 37th Avenue, which is signed and easily accessed from Highway 97, includes sani-dump facilities and is relatively short walking distance to 30th Avenue and the core area.

Whilst not a public resource, RVs are accommodated at the south end of the City Centre at the Real Canadian Wholesale Club at the 25th Avenue / 32nd Street intersection. This lot provides ample free parking, sani-dump facilities, and is within walking distance of the Historic Downtown. At the northern end of town the Superstore on Anderson Way also has sani-dump facilities. Once RVs are no longer accommodated at the Old Civic Arena, it is recommended that the City establish signage that directs RVs to both locations and signage on-site that identifies appropriate parking locations and terms of use. The City should consult with the business owner to ensure they are amenable and should bare all costs associated with signage. It is not common practice for the City to provide public signage for private businesses, however, in this case, the private business is providing a public service that the City cannot replicate itself.

### 3.2.3 Electric Vehicle Infrastructure

Electric vehicle (EV) charging is a service provided to drivers of EVs to encourage their use. EV charging stations require at the simplest a 220V outdoor rated plug and a sign, or can be more sophisticated using a charging system available for purchase from a variety of sources. If charging for the use of the parking space and/or charge is desirable, the point of sale system can be as simple as a parking meter with the rate programmed accordingly or a charging system that includes a point of sale system accepting a variety of payment options including subscriber cards, smart cards, credit cards and coins.<sup>4</sup>

The City may consider installing an electric vehicle plug-in station on a trial basis as a means to encourage electric vehicle use. The location should be central, should offer a discount/free rate to electric vehicles, and should be signed and promoted to encourage its use.



*Example of an electric vehicle charging station provided by the City of Vancouver.*

### 3.3 SHARED PARKING

Shared parking refers to a parking supply that is used to serve two or more individual land uses from the same site or from multiple sites in close proximity. Shared parking is applied when land uses have different parking demand patterns, with peak parking demand characteristics that vary by time of day, day of week, and/or season of the year. In these situations, shared parking results in reduced parking supply when compared to the total number of spaces needed for each land use individually. The primary purpose of encouraging shared parking is to reduce the total amount of land devoted to parking, thereby increasing achievable densities in urban areas, reducing development costs, making downtown development more attractive and freeing space for open spaces, walkways or other amenities.

Two shared parking opportunities are explored in this document. First, shared parking may be encouraged through the zoning bylaw, which is addressed in *Section 5.3*. The second opportunity is to facilitate sharing of existing parking on private properties to help address shortfalls in the City Centre by identifying parking supplies that are utilized below capacity during certain times of day, days of week, and/or seasons of the year and arranging for public access. It is suggested that these arrangements are most appropriate for all-day employee parking as these parkers can be more easily targeted and taught how to utilize this arrangement. Accommodating all-day parkers in these areas will reduce demand for all-day parking in other areas of the City Centre.

<sup>4</sup> [http://www.bchydro.com/etc/medialib/internet/documents/environment/EVcharging\\_infrastructure\\_guidelines09.Par.0001.File.EV%20Charging%20Infrastructure%20Guidelines-BC-Aug09.pdf](http://www.bchydro.com/etc/medialib/internet/documents/environment/EVcharging_infrastructure_guidelines09.Par.0001.File.EV%20Charging%20Infrastructure%20Guidelines-BC-Aug09.pdf)

### 3.3.1 Coordination

Private parking management firms operate in Vernon who lease spaces on a monthly basis. Rather than establish a similar, competing service, it is suggested that the City facilitate utilization of under-used parking sources for use by private management operators. The City's role is in identifying suitable locations and coordinating between the property owner and parking operator.

The following conditions must be present in order for a site to be considered appropriate:

- Candidate sites must be located within an area demonstrated to be “walkable” for downtown employees who might potentially park in these areas, typically defined as anywhere from 200m to 600m.
- Candidate sites must have vacant parking between 8am and 5pm on weekdays, which is the period when downtown employee parking is required. Vacancy must be established through a detailed survey of the site, conducted over numerous weekdays. It is also suggested that a minimum number of spaces must be shown as vacant in order to justify the administrative resources required to establish the arrangement.

### 3.3.2 Candidate Locations

The following properties have been preliminarily identified as potential candidate locations, subject to detailed data collection to confirm suitability:

1. **St James Catholic Church** is located at the 28th Avenue / 27th Street intersection and includes approximately 60 parking spaces that are seldom used Monday through Saturday. The City may approach the property owner to coordinate use of a portion of this parking lot outside of peak business hours. The City should expect to offer financial compensation, appropriate signage and information to potential employee and tourist parkers. **St James Catholic School** is located across 27th Street from the Catholic Church and also has a small amount of parking that is under used during summer months.
2. **Beairsto Elementary School** is located at 3302 27th Street (at 35th Avenue) and includes a parking supply of approximately 50 parking spaces that is under used during summer months. The City may consider approaching School District no.22 to arrange for public use during July and August. Signage clearly indicating terms of use would be required, as would information geared toward City Centre employees and tourists.
3. **Vernon Recreation Complex** is located at 3310 37th Avenue and includes a considerable parking supply. This facility includes two gymnasiums, a seniors centre, arena, curling club, aquatics centre, auditorium and gymnasium. These facilities are open at various times, but the parking lots are only partially used during weekdays at mid-day. Parking is particularly under used adjacent the Priest Valley Arena at the south portion of the site. The City may approach the Regional District of North Okanagan to establish a system to allow City Centre employees to park in these lots during weekdays. A permit system would be required to ensure only eligible vehicles are accommodated.

### **3.3.3 Summary**

It is recommended that the City take no short-term action on these sites. There will be administrative costs associated with gaining public access to these sites and likely a monetary contribution to the property owners. Only when a significant shortage of City Centre all-day parking is noted should the City pursue this strategy. This opportunity may be reconsidered once parking conditions are reviewed again in 2017.

## 4. ENFORCEMENT

Parking enforcement is critical if pricing and restrictions are to be effective parking management techniques. Enforcement is currently conducted by the City's Bylaw Enforcement officers. Feedback from a survey of DVA members, the open house, and conversations with locals revealed that officers can be seen as uncompromising and in some cases militant about enforcement practices. Whether a reality or not, this perception of enforcement practices reflects negatively on the City Centre.

The following sections look specifically at enforcement procedures, technologies, communication approaches, and violation rates.

### 4.1 PROCEDURES / PROTOCOLS

Parking enforcement should be seen as an opportunity to increase customer service and education for City Centre drivers. This customer service approach will have a positive impact on the perception of the City Centre as a place to work, shop and socialize. Enforcement should be fair and friendly, Bylaw officers should be seen as ambassadors for their community while enforcing restrictions. The following are seen as opportunities to improve the "image" of Bylaw Enforcement.

#### 4.1.1 Warnings

Consideration should be given to developing a warning system where first time offenders could be given a warning ticket, rather than a violation ticket with cost. This program could be extended to grant each vehicle one warning per year. The warning should include a web address to Vernon's online parking information and should let the driver know why they are being granted a warning (i.e. exceeded time limit).

It should be noted that a warning system increases enforcement costs and reduces revenue. For example if warnings were issued over the period of 2009-2011 this would have led to an average decrease in revenue of \$60,000 annually<sup>5</sup>. Consideration may be given to increasing violation rates to off-set costs or at minimum, account for the loss in revenue from increased rates on 30th Avenue.

#### 4.1.2 Grace Period

Numerous communities have adopted systems where a parker is given a grace period before a ticket is issued. Under this system a parking meter reaches zero, then counts into the negative until it reaches the permitted grace period. Bylaw officers only issue a ticket once the grace period has been exceeded.

It is recommended that the City extend the grace period to five minutes. It is unclear whether the existing parking meters have the capability to provide this information, but the new meters proposed for 30th Avenue would. If extended, the program should be promoted by enforcement officers, signage, and on the City Centre parking website.

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5 Calculated from the City of Vernon Bylaw Department



#### **4.1.3 Out of Province License Plates**

Although the tourist information centres offer free parking permits for visitors, some visitors are unaware of this option or fail to display their permit and are ticketed. Ticketing visitors decreases the enjoyment of their stay, decreases the likelihood they will revisit the area and may result in them negatively promoting Vernon. It is recommended that the City issue initial warnings for vehicles with out of province license plates and include information about the free tourist permit available at the Tourist Info Centre.

#### **4.2 TECHNOLOGY**

The City currently uses handheld enforcement devices that provide real-time system updates and automated ticket issuing with printer units peripheral to the handheld device. These devices are considered adequate technology for current enforcement needs. A more advanced system is being used in Kelowna and Kamloops that incorporates license plate recognition capability, which permits vehicle tracking and more efficient monitoring and ticket issuing. This technology is increasingly valuable as time restrictions, costs, and permitting systems change and increase in complexity.

It is recommended that the City continue monitoring with the existing system, but conduct a review of the license plate recognition system in 2015 once a number of the recommended parking management changes have been implemented.

#### **4.3 ENFORCEMENT EDUCATION**

Parking enforcement is needed to facilitate parking behaviour consistent with restrictions. However, there is a portion of the population in every community that believe enforcement is a means for the City to increase revenue, which should not be the case. It is recommended that the City develop educational material to inform the community of the importance of parking enforcement in the City Centre and to educate them on how they can avoid a ticket. Strategies are detailed in *Section 6.3*.

#### **4.4 VIOLATION RATES**

Vehicles parked illegally in City on-street parking or public off-street lots are issued a citation. The purpose of the citation is to discourage parking behaviour that is non-compliant with parking regulations. Parking regulations are in place for a reason, that being to manage parking for the betterment of the City Centre.

The stakeholders have also identified that the current \$5.00 citation rate (if paid within 14 days) is insufficient to act as a deterrent. Examples of violation rates from other communities is provided in *Table 6* for comparison.

The short-term parking violation rate should increase. Suggested rate is \$30, with a discount to \$15 if paid within 14 days. Any revenue increase should be considered relative to the decrease expected from increasing warnings and the grace period the increased deterrent may reduce the number of tickets issued. The negative aspect could be a potential increase in resentment of bylaw officers and increased administration through higher numbers of non-payments.

**Table 6 | PARKING VIOLATION RATES IN OTHER COMMUNITIES**

<b>Community</b>	<b>Rate</b>
<i>Vernon</i>	\$25, \$5 if paid within 14 days
Chilliwack	\$100
Esquimalt	\$25 or \$50
Golden	\$35
Ladysmith	\$20 / 72hrs, otherwise \$35
Lake Country	\$40 / 30 days, otherwise \$50
Kamloops	\$5 / 24hrs, otherwise \$20
Kelowna	\$30
Nanaimo	\$15 / 72 hrs, otherwise \$30
Parksville	\$50
Peachland	\$75
Penticton	\$10 / 14 days, otherwise \$35
Prince George	\$25
Revelstoke	\$15 / 30 days, otherwise \$30
Summerland	\$10
West Kelowna	\$50
Victoria	\$20 / 14 days, otherwise \$40

# 5. DEVELOPMENT REGULATIONS

## 5.1 SUPPLY RATES

Parking supply rates are the quantities of parking required in the City's Zoning Bylaw that a prospective development must. Rates are set by land use to accommodate parking demand off-street without negatively impacting private sites within the area. The objective of this section is to identify changes to the City's parking requirements to more accurately reflect parking needs in the City Centre and for consistency with the CCNP objectives.

### 5.1.1 Prohibit Variances on Maximum Requirement

Section 7.1.2 of the City's Zoning Bylaw identifies a maximum parking supply of up to 125% of the minimum requirement. This is in place to ensure sites do not develop with excessive parking supply and is especially important in the City Centre where land use density and compact urban form are key objectives. It is recommended that the City develop a policy that prohibits or strongly discourages variances on maximum parking requirements in the CCNP area.

### 5.1.2 Establish Commercial Requirements in the City Centre

The City has not since 1977 required Commercial, Community, Recreational and Cultural land uses to provide off-street parking if located within the C7 or C8 zones (i.e. Historic Downtown).

There are drawbacks associated with the supply exemption. New development adds additional parking demand to the Historic Downtown area without dedicated parking supply to accommodate this demand, putting further pressure on existing parking supplies. Parking demand associated with commercial land uses is typically highest on weekdays at mid-day, which coincides with the existing peak demand period in the City Centre, while demand associated with Community, Recreational and Cultural land uses does not necessarily fall during weekdays, mid-day. Additionally, offering the exemption implies that the parking demand associated with the site will be addressed through public parking, however the City does not receive monies specifically to fund public parking. This practice is counter to the objective of collecting cash in-lieu to fund public parking as without a requirement, developers are not required to contribute cash in-lieu.

It is recommended that the City amend the Zoning Bylaw to require Commercial land uses within the C7/C8 zones to provide 50% of the required parking, rather than the full exemption currently offered.

### 5.1.3 Reduce Residential Minimums in the City Centre

Multi-family residential parking supply rates are consistently applied throughout the City regardless of location, travel options, or expected parking demand. The City Centre

area contains a larger number of potential destinations in close proximity, making walking and cycling more desirable travel options, as well as possessing higher quality transit service. Parking demand is assumed to be lower because of the alternative options, which should be reflected in the parking requirement. Additionally, City Centre parking demand is largely driven by day-time commercial land uses with significantly reduced parking demand on weekday evenings and weekends. There is capacity to address residential parking on-street in case of spillover, which would represent a more efficient use of existing parking supplies.

It is recommended that the City reduce minimum parking rates for multi-family residential uses in the City Centre. Recommended rates are in *Table 7*.

**Table 7 | RECOMMENDED PARKING MINIMUM FOR MULTI-FAMILY RESIDENTIAL**

No. Bedrooms	Existing	Proposed
Bachelor / Studio	1.0 spaces / unit	0.80 spaces / unit
One-bedroom	1.25 spaces / unit	1.0 spaces / unit
Two-bedroom	1.5 spaces / unit	1.25 spaces / unit
Three-bedroom+	2.0 spaces / unit	1.5 spaces / unit

**5.1.4 Eliminate Visitor Parking Requirements for Multi-family Residential Uses**

Visitor parking is currently required at a rate of one space per seven dwelling units. This is in addition to the per-unit requirement intended to address resident parking demand. It is common practice in many communities to include a single requirement for multi-family residential land uses, assuming that it addresses both resident and visitor parking demand. The potential downside is that a unified rate does not fully account for parking demand and results in spillover to on-street spaces. In the City Centre this principle is especially appropriate given that visitor parking demand is highest during evenings, when overall City Centre parking demand is low.

It is recommended that the City amend the Zoning Bylaw to eliminate the visitor parking requirement for sites within the City Centre. Parking for multi-family uses would be provided per the requirements set out above and assumed to account for visitor demand. The City may also consider increasing time limits to four hours in on-street parking adjacent to intensive residential sites to accommodate visitor parking needs.

**5.1.5 Calculating Parking Requirements**

Section 7.1.4 of the City’s Zoning Bylaw states that if more than one calculation of parking space requirements is specified for a land use, the higher requirement shall be applied. Parking supply variances may be considered where the applicant can demonstrate that an alternate land use classification with a lower parking supply rate better represents the parking demand anticipated with the proposed land use.

## 5.2 TRANSPORTATION DEMAND MANAGEMENT

Transportation demand management (TDM) refers to policies and incentive programs that encourage trip reduction and shift toward non-vehicular travel modes. TDM is typically considered a passive set of strategies that are applied to existing situations to reduce travel demand, but it can also be planned pro-actively through the Zoning Bylaw to ensure TDM measures are included in future development.

It is recommended that the City amend the Zoning Bylaw to include reduced parking requirements for sites that include TDM programs or where the presence of transportation options is expected to result in decreased parking demand. Recommended reductions are highlighted below.

### 5.2.1 Eliminate Bicycle Parking Maximum

The City's Zoning Bylaw includes both a minimum and maximum bicycle parking supply rate. Local governments typically include a bicycle parking minimum requirement, but very few include a maximum requirement. This provision is in place for consistency with off-street vehicle parking requirements, which also include a maximum supply rate. However, there are minimal drawbacks associated with bicycle parking in excess of the basic requirement and a failure to meet demand for bicycle parking could decrease bicycle ridership. If a land developer feels there is a market for more bicycle parking than the Zoning Bylaw prescribes, they should be permitted to increase bicycle parking supply without a formal variance procedure.

It is recommended that the City alter the Zoning Bylaw to eliminate maximum bicycle parking requirements.

### 5.2.2 Incentive for End of Trip Bicycle Facilities

End of trip bicycle facilities include washroom facilities, showers, change rooms and lockers (in addition to secure bicycle parking). These facilities permit cyclists to bathe and properly store their effects upon completing a commute trip, removing work place appearance / hygiene concerns often associated with cycling as a commute mode. In many cases bicycle parking is provided, but without the necessary end of trip facilities to make cycling a practical commute mode. End-point cycling facilities are desirable with all employment-based land uses, but are not necessary for multi-family residential land uses as they have access to shower/change facilities in each residential unit.

The provision of a changing area should be a basic requirement of all end of trip facilities. A changing area must either be intended for one person at a time and lockable, or it may be provided as one changing area for each gender (i.e. two areas). A change area should be accompanied by sinks and showers that increase proportionate to the number of bicycle parking spaces available. Suggested supply rates for sinks and showers are provided in *Table 8*.

**Table 8 | SUPPLY RATES FOR CYCLING END-POINT FACILITIES**

Bicycle Parking Supply	Sinks	Showers
0-4	0	0
5-29	1	1
30-74	1	2
75+	+1 for each additional 60 bicycle spaces	+1 for each additional 60 bicycle spaces



It is recommended that the City include provisions in the Zoning Bylaw that offer commercial land uses a 5% reduction in off-street vehicle parking supply where end of trip bicycle facilities are provided per the rates in *Table 8*. This provision is intended to provide commuters (i.e. employees or students) with end-point facilities, rather than customers or residents. The City might also consider making end of trip facilities a requirement (rather than incentive) in future once cycling has a higher modal share.

### **5.2.3 Develop Parking Variance Criteria**

The Zoning Bylaw attempts to account for expected parking demand and provide opportunities for supply reductions as a result of TDM provisions, but it cannot include the level of flexibility necessary to accurately reflect all possible scenarios. The variance process allows the City the opportunity to consider development proposals that fail to meet the parking requirements in the Zoning Bylaw, but might still present an acceptable parking supply based on its location or proposed TDM provisions.

It is recommended that the City develop a brief policy that outlines suitable criteria for considering a parking variance. Criteria may include the following:

- Shared land uses where the presence of complementary land uses (ie. residential and commercial uses) allows for sharing of parking. It must be demonstrated how on-site parking management will accommodate sharing and how it will be maintained long-term.
- Additional TDM options are provided above and beyond those provided for in the Zoning Bylaw. Examples include a transit pass program, employee travel plan or access to a carshare vehicle, both of which are secured through performance bond or by covenant.
- Demonstrate that an alternate land use classification with a lower parking supply rate better represents the parking demand anticipated with the proposed land use.

### **5.2.4 Staff / Workplace Travel Plans**

A travel plan assesses how people travel to and from work and any work related trips, to see if any can be avoided or replaced with a different mode of travel (i.e. expanding choice). A travel plan provides incentive, encouragement and support for staff to use alternative, more efficient travel options to travel to / from work or journeys made as part of their work. They can include discounted transit passes, permitting certain roles to work flexible work hours so they take transit and changing the management, cost and provision of parking. There are many advantages to businesses including: reduced parking costs, freeing up land used for staff parking either to convert to customer parking or a building extension or for larger businesses possibly selling the land.

The City of Vernon will assist any business wishing to develop a travel plan to suit the needs of their business. For new developments travel plans can become part of the planning process and involve establishing at the beginning the incentives and end of trip facilities that will be implemented that will support travel by different modes leading to a lower parking supply needed.

### **5.3 SHARED PARKING**

Shared parking refers to a parking supply that is used to serve two or more individual land uses from the same site or from multiple sites in close proximity. Shared parking is applied when land uses have different parking demand patterns, with peak parking demand characteristics that vary by time of day, day of week, and/or season of the year. In these situations, shared parking results in reduced parking supply when compared to the total number of spaces needed for each land use individually.

A number of communities have developed provisions in their Zoning Bylaw to allow for reduced parking requirements at mixed use sites. These are appropriate in most cases as they aim to accurately reflect expected parking demand, while providing incentive to build mixed use developments. However, there are challenges with sharing parking. For sharing to work effectively, parking spaces must be unassigned and available for all parkers at a site. Multi-family residential developments typically include a reserved parking space in the sale of a unit, excluding them from sharing. Additionally, residential parking is often located in a secured area, which visitors or customers of a mixed use site do not have access to. Where sharing may be possible by businesses with complementary time-of-day demand attributes, occupants may change without necessarily triggering the need for rezoning, giving the City no opportunity to ensure the initial shared parking conditions still exist.

For these reasons, the City will not include shared parking provisions in Zoning. Although the CCNP suggests that shared parking provisions are established, it has been determined through this process that this action is not appropriate at this time. Alternatively, shared parking will be grounds for a parking variance (see *Section 5.2.3*) where sufficient evidence is presented that sharing will occur and is secured in future.

### **5.4 CASH IN-LIEU**

The Local Government Act permits British Columbia municipalities to establish a bylaw that allows a prospective developer to pay cash in-lieu of required parking spaces. All funds must be used toward providing public parking facilities or on infrastructure that supports walking, cycling, transit, or other forms of alternative transportation.

Cash in-lieu provides an opportunity for the City to decrease private parking supply associated with new development, while increasing public parking supply and enhancing alternative transportation infrastructure. Increasing public parking is of benefit for the downtown as it can more efficiently meet demand from multiple parkers in a single resource and may be managed by the City for greater community benefit.

It is recommended that the City develop a cash in-lieu bylaw and reserve fund for the development of parking facilities and alternative transportation infrastructure.

#### **5.4.1 Considerations in Setting Cash In-Lieu Rates**

Establishing appropriate cash in-lieu rates is essential for a successful program. Rates must be high enough that they allow the City to build public parking or provide alternative transportation facilities with monies collected, but not so high that prospective developers will find it prohibitive and choose to supply parking rather than cash in-lieu.

- Cash in-lieu rates may be considered relative to the **City's cost** to supply public parking. Costs include construction, financing, and maintenance/operations, but not land value.
- Cash in-lieu rates may be considered relative to the **developer's cost** to supply parking. Costs typically include construction, financing, and land value.
- Another factor to consider is the **rates in other municipalities**. If cash in-lieu rates are more favourable in other communities potentially developers will see the rates of the community with higher cash in-lieu rates as a disincentive to build in that community. For the purpose of comparison, rates in other BC communities are identified in *Table 9*.
- Value may also be placed on the **importance of supplying public parking**, rather than private parking, that the City can manage for greater community benefit.

**Table 9 | CASH IN-LIEU RATES IN OTHER COMMUNITIES**

<b>Community</b>	<b>Rate</b>
Golden	\$4,500
Kamloops	\$5,000
Kelowna	\$22,500 / \$7,500
Langford	\$11,000
Nanaimo (City)	\$3,000
Osoyoos	\$10,000
Parksville	\$9,800
Penticton	\$6,000
Port Coquitlam	\$15,000
Port Hardy	\$700
Revelstoke	\$20,000
Salmon Arm	\$5,500
Sidney	\$20,000
Whitehorse	\$18,706 / \$7,967
<b>Average</b>	<b>\$9,917</b>

#### **5.4.2 Summary**

The City will establish a cash in-lieu provision in the Zoning Bylaw that permits a developer to contribute \$10,000 per space to the City in-lieu of up to 50% of the required parking supply. The City may consider cash in-lieu of 100% of the parking requirement in situations where there are confirmed plans to develop public parking in close proximity to the site or at sites with significant constraints.

## 6. COMMUNICATION

Communication, coordination, marketing and education are important components of downtown parking management, particularly as pricing and restrictions change and parkers are expected to change their behaviour. There are three key groups that must be considered in all communication strategies:

- 1. Employees** - Information must be available to downtown employees that clearly presents all the options available to them for all-day parking.
- 2. Shoppers/Customers** - Information must be available to shoppers and customers that makes it easy for them to find available short-term parking.
- 3. Visitors** - Information must be available to visitors who park for varying lengths of time and have little familiarity with downtown Vernon.

### 6.1 PARKING ADVISORY COMMITTEE

The City Centre Neighbourhood Plan identified the creation of a Parking Commission intended to provide recommendations for the ongoing implementation of the Parking Strategy. The term Parking Commission dates back to the 1980s, and although the intent is the same, to ensure that the proposed advisory group be created in line with current legislation and working practices, it is recommended that a Parking Advisory Committee be established instead.

The Plan recommended that the Commission be composed of representatives from the Downtown Vernon Association and other interested residents. However, in order to ensure that the Committee reflects the full range of community interest in parking in the City Centre, it is recommended that, in addition to the DVA and interested residents, that the Parking Advisory Committee have stakeholder representatives from the Chamber of Commerce, the development/realty industry and tourism industry. The committee would also include a Council representative and a staff liaison.

The proposed mandate of this committee would be to address parking action items identified both in the City Centre Neighbourhood Plan and the CCNP Implementation Strategy. The committee would make recommendations to Council to advance the necessary actions to address issues related to parking both on and off-street in the City Centre, to monitor the success of these actions and to review the effects of proposed modifications to City bylaws and policies on an annual basis.

### 6.2 WAYFINDING / SIGNAGE

A comprehensive parking signage and wayfinding strategy should be implemented in Vernon to provide clarity and influence parking behaviour among employees, customers, and visitors. Care must be given to ensuring signage is clear and concise, without cluttering the City Centre with excessive and conflicting signage. The signage plan will address the following issues. This is a task that could be undertaken through the Parking Committee.

### **6.2.1 Parkade Signage**

The downtown parkade is a significant parking resource that could be better utilized if parkers were given direction through wayfinding. Current signage does a poor job of indicating the presence of the downtown parkade and gives conflicting messages from Highway 97, as identified in *Section 3.1.2*. The City will provide signage to the parkade, to include the following:

- Directional signage along Highway 97 to direct motorists to the parkade;
- Directional signage at Highway 97 / 31st Avenue;
- Enhance existing vehicle entrance for greater visibility from Highway 97; and
- Enhance main pedestrian entrance on 31st Avenue.

### **6.2.2 On-Street Parking Signage**

Changes in pricing on 30th Avenue are expected to result in a shift in parking behaviour toward parking in surrounding areas. Signage will accompany the change in price to clearly communicate where alternative on-street parking is available at a lower price.

### **6.2.3 RV Parking**

Signage is to be implemented that indicates the location of sani-dump facilities and RV parking, particularly as RV drivers are typically unfamiliar with the area.

## **6.3 WEB / PRINT MEDIA**

Availability of information is critical to allow downtown parkers to understand the options available to them and make the best choice. It is also an important tool in improving the downtown experience for shoppers and visitors unfamiliar with the area, and in supporting the shift in parking behaviour desired from the recommended parking management changes.

The City will create a City Centre parking webpage as a section within the Vernon Moves website that provides information on parking options aimed at the various user groups. The website should be developed in coordination with the DVA and hosted on the City's website. It will be designed for use on mobile devices and QR codes included on downtown signage that links to the mobile site. The following information will be included:

- A City Centre parking map that shows the location and type of parking available. On-street parking locations should be indicated and include the cost and time limit. Off-street locations should indicate the quantity of parking, price, and permitting options, including information on how to obtain a permit.
- Specific information for downtown employees that identifies their parking options such as monthly lots, free peripheral locations, links to private parking operators, and updated information on any sharing of public sites. An information piece that demonstrates the environmental and cost savings associated with alternative travel modes with links to BC Transit.
- Information on RV and Tour Bus parking locations and any terms/conditions that apply to use of these sites.
- Information on the location of dedicated disabled person's parking spaces, as well as how the proposed universal disabled permit works and are obtained.



- Information on any of the proposed specialty parking programs that are pursued, including the low emission vehicle spaces, electric vehicle charging locations, and small vehicles.
- Parking enforcement information including parking ticket prices, methods and locations for payment, and the appeals process to dispute a ticket.
- Travel planning information, including links to BC Transit route and schedule information, maps of the City's bicycle network, locations of public bicycle parking and other end-point facilities, and local or regional ridesharing services.

A basic map should be made available as a PDF on the website and in hardcopy throughout the downtown and both tourist information centres that summarizes key elements. The following are examples of effective downtown parking brochures for reference:

- Kelowna, [kelowna.ca/CityPage/Docs/PDFs/Maps/Downtown Parking Map.pdf](http://kelowna.ca/CityPage/Docs/PDFs/Maps/Downtown%20Parking%20Map.pdf)
- Victoria, [www.victoria.ca/common/maps/dt\\_parking.pdf](http://www.victoria.ca/common/maps/dt_parking.pdf)
- Anchorage AK, [www.anchoragedowntown.org/pdf/parking\\_map.pdf](http://www.anchoragedowntown.org/pdf/parking_map.pdf)

## 6.4 COMMUNITY EDUCATION

It is recommended that the City undertake a multi-phased community education program around parking. Each phase should be scheduled around significant changes in parking management, as follows.

### **Enforcement**

There is some concern among the downtown business community that current enforcement practices are too strict, are solely interested in generating revenue, and discourage shopping downtown. The City working with the Parking Committee could develop material that explains why parking enforcement is necessary, how it upholds parking management objectives, and where revenue is spent. This should be distributed as a media release and an information flyer to downtown addresses.

Secondly, material should be distributed explaining the proposed enforcement programs intended to improve service, including improved enforcement technology, first-time and visitor warning system, and the five-minute grace period. This will also be distributed as a media release and an information flyers to downtown addresses once these programs are put in place.

### **Price Changes**

The proposed increase in parking rates on 30th Avenue will need to be communicated to the community. Material will explain that the increase is necessary to relieve demand on 30th Avenue and that surplus revenues will be placed into a parking fund for future re-investment in city wide parking initiatives. This will be distributed as a media release and flyers distributed to downtown addresses concurrent with the price increase. The City will also provide this information as an item in the "New Media Releases" section on the home page and the Parking section of the website. Not only is this an opportunity to communicate changes in pricing, it will also promote parking on adjacent streets and facilitate desired change in parking behaviour.

**New Meters**

The proposed new parking meters on 30th Avenue will be communicated to the community. Material will explain how the new meters function and the benefits to parkers. This will be distributed as a media release and flyers distributed to downtown addresses concurrent with the price increase. An example brochure from Los Angeles is provided as reference - <http://ladot.lacity.org/pdf/PDF199.pdf>. The City will undertake a survey after one year to gather feedback on the success of the meters and potential to replace conventional meters in other areas.

## 7. SUMMARY

The following implementation plan summarizes the recommended actions described in this strategy document. Recommended actions have been identified as immediate actions (this year), short-term actions (2013-2014), and medium-term actions (2015-onward).

### 7.1 IMMEDIATE ACTIONS

Immediate actions should be addressed in 2012, as follows:

No.	Pg.	Recommended Action	Responsibility
<b>Infrastructure / Provision of Parking</b>			
<b>Upgrade Meters to Accept New Coins</b>			
1.	12	Upgrade parking meters and permit machines to accept new coins scheduled to be released immediately.	<i>Bylaw</i>
<b>Expand Disabled Persons Parking Permit</b>			
2.	7	Expand Disabled Persons Parking pass program to allow parking in any on-street space.	<i>Bylaw</i>
<b>New on-street parking in unused loading zone</b>			
3.	9	Change unused loading zone at Kalamalka Hotel into two parking spaces	<i>Engineering</i>
<b>New on-street parking in unused bus stops</b>			
4.	9	Convert two bus stops directly west of 33rd St on 30th Ave as parking spaces after transit is rerouted	<i>Engineering</i>
<b>New Loading Zone on 30th Ave</b>			
5.	9	Remove two on-street parking spaces in front of 3207 30th Ave to create a loading zone	<i>Engineering</i>
<b>On-street Motorcycle Parking</b>			
6.	9	Identify and implement on-street areas for motorcycles to park	<i>Engineering</i>
<b>Replace Parkade Bike Cage with Bike Lockers</b>			
7.	10	Remove bike cage in parkade and replace with bike lockers	<i>Bylaw</i>
<b>New Tour Bus Parking</b>			
8.	10	Reallocate western most transit stop near 35th St as tour bus parking after relocation of transit exchange	<i>Engineering</i>
<b>New Waste Bins in Parkade</b>			
9.	16	Replace waste bins with wall mounted bins in parkade and stairways	<i>Bylaw</i>
<b>Improve CCTV in Parkade</b>			
10.	16	Improve CCTV system and add CCTV signage (partially underway)	<i>Bylaw</i>
<b>Paint Parkade Walls</b>			
11.	16	Paint grey walls brighter colours	<i>Bylaw</i>

<b>Improve Parkade Lighting</b>		
12.	16	Improve lighting conditions and maintain / repair existing lighting <b>Bylaw</b>
<b>New Parkade Signage and Wayfinding</b>		
13.	16	Implement additional signage and wayfinding around the parkade and on route from highway <b>Bylaw</b>
<b>Enforcement Changes</b>		
<b>Raise Violation Rates</b>		
14.	24	Increase violation rates to \$30, \$15 if paid within 14 days <b>Bylaw</b>
<b>Customer Service Approach to Enforcement</b>		
15.	23	Encourage customer service approach to parking enforcement <b>Bylaw</b>

## 7.2 SHORT TERM ACTIONS

Short-term actions will be pursued in 2013 and 2014, once immediate actions have been addressed. Short-term actions are as follows:

No.	Pg.	Recommended Action	Responsibility
<b>Develop Parking Advisory Committee</b>			
16.	32	Develop terms of reference, membership and advisory duties and schedule for the Advisory Parking Committee.	<b>Planning</b>
<b>Infrastructure / Provision of Parking</b>			
<b>Upgrade to New Meters on 30th Ave</b>			
17.	12	Install smart meters on 30th Ave, use old meter heads to replace some of the meters requiring replacement for new coins. Should be coordinated with education campaign	<b>Bylaw</b> - educate officers <b>Planning</b> - implementation
<b>Implement Meters Education Campaign</b>			
18.	34	Develop materials with information about the purpose of enforcement, the changes upcoming to enforcement and improvements to service	<b>Planning (TDM)</b>
<b>Increase Parking Rates on 30th Ave</b>			
19.	4	Raise rates from \$0.50 to \$1.00 on 30th Ave in coordination with new meter heads, maintain existing rates elsewhere	<b>Bylaw</b>
<b>Provide Rates Education Materials</b>			
20.	32	Develop education materials about the change in parking prices on 30th Ave, reason for the change and location of alternative options	<b>Planning (TDM)</b>
<b>New Prices Signage</b>			
21.	32	Develop signage for change in price on 30th Ave and the location of cheaper options	<b>Planning</b>

22.	7	<b>Implement Small Car Parking</b> Change traffic bylaw to allow for on-street small car parking	<i>Bylaw</i>
23.	10	<b>Install More Bike Parking Downtown</b> Install additional bike racks as outlined on <i>Map 1</i>	<i>Engineering</i>
24.	10	<b>Install Motorcycle Parking Racks</b> Install purpose built racks at the parkade, Bennet lot, Old Civic Arena lot and Coldstream lot	<i>Engineering</i>
25.	18	<b>Market Civic Arena Parking</b> Market free parking at Old Civic Arena to downtown employees	<i>Planning (TDM)</i>
26.	19	<b>Wayfinding and Information for RV Parking</b> Provide information for two private locations and Old Civic Arena	<i>Planning</i>
<b>Enforcement Changes</b>			
27.	23	<b>Develop a Warning System</b> Consider developing a warning system instead of straight to a citation and fee	<i>Bylaw</i>
28.	23	<b>Extend the Grace Period</b> Consider extending the grace period to 5 minutes as a courtesy to parkers	<i>Bylaw</i>
29.	23	<b>Warnings for Out-of-Province Visitors</b> Consider giving warnings to out of town license plates and providing info about free parking pass available at Tourist Info Centre	<i>Bylaw</i>
30.	24	<b>Provide Enforcement Information on Website</b> Provide additional materials about enforcement and changes to enforcement on parking website	<i>Planning (TDM)</i>
31.	34	<b>Provide Information on Changes to Enforcement</b> Develop materials with information about the purpose of enforcement, upcoming enforcement changes and service improvements	<i>Planning (TDM)</i>
<b>Zoning Bylaw Changes</b>			
32.	26	<b>Prohibit Variances on Parking Maximums</b> Develop a policy prohibiting variances on parking maximums	<i>Planning</i>
33.	26	<b>Establish Commercial Parking Requirements</b> Establish commercial parking requirements in C7/C8 zone at 50% of the requirement in other zones	<i>Planning</i>
34.	27	<b>Reduce Multi-Family Parking Minimums</b> Reduce minimum parking requirements for multi-family developments	<i>Planning</i>
35.	27	<b>Eliminate Required Visitor Parking</b> Eliminate visitor parking requirement for multi-family land uses within the C7/C8 zones	<i>Planning</i>
36.	27	<b>Calculating Parking Requirements</b> Allow demonstration that an alternative classification better suits the parking demand of the use for potential variances.	<i>Planning</i>

37.	28	<b>Remove Bike Parking Maximums</b> Remove the bike parking maximums from the Zoning Bylaw	<i>Planning</i>
38.	28	<b>Encourage End-of-Trip-Facilities</b> Allow for up to 5% parking reduction for developers providing end-of-trip-facilities at or above the recommended rates	<i>Planning</i>
39.	29	<b>Criteria for Assessing Parking Variances</b> Develop criteria for assessing when to grant / deny parking variances	<i>Planning</i>
40.	29	<b>Resources for Staff / Workplace Travel Plans</b> Developing resources to assist workplaces / developers to developing travel plans	<i>Planning (TDM)</i>
41.	30	<b>Establish Cash In-lieu</b> Establish cash in-lieu at \$10,000 per space for up to 50% of required spaces	<i>Planning</i>
42.	30	<b>Reserved Funds for Cash in-lieu</b> Establish necessary reserve funds for collected cash in-lieu monies	<i>Planning + Finance</i>
<b>Communication of Parking Information</b>			
43.	33	<b>Parking Information Website</b> Develop a website and print media with parking maps, employee parking info, RV/Tour bus parking, pass options, enforcement information and travel planning	<i>Planning + Finance</i>
<b>Monitoring</b>			
44.	10	<b>Monitor Bike Parking Usage</b> Review annual usage of bike lockers at new transit exchange	<i>Planning</i>
45.	34	<b>Monitor Use and Programming for New Meters</b> Survey use and programming associated with new meters one year after their implementation to assess expansion of meters	<i>Bylaw</i>

### 7.3 LONG TERM ACTIONS

Long-term actions are the recommended actions of this strategy document that should be addressed once all immediate and short-term actions have been addressed. Anticipate schedule for long-term actions is 2015 and beyond. Long-term actions are as follows:

No.	Pg.	Recommended Action	Responsibility
<b>Infrastructure / Provision of Parking</b>			
46.	18	<b>Parking Conditions Review</b> Review parking conditions in 2017 for effectiveness and to review actions moving forward with parking management	<i>Planning</i>
47.	8	<b>Low Emissions Vehicle Pass</b> Develop low emission vehicle permits	<i>Planning (TDM)</i>



		<b>EV Charging Stations</b>	
48.	20	Consider developing a centrally located no-charge EV charging space	<b>Engineering</b>
		<b>Review Parkade Parking Demand</b>	
49.	18	Review if there is need for an additional parkade after the parking review is completed in 2017	<b>Planning</b>
		<b>Signage for RV Parking</b>	
50.	19	Upon redevelopment of Old Civic Arena provide signage to private sites and on-site signage with terms of use and permitted parking areas	<b>Planning</b> - identify change <b>Bylaw</b> - implement
		<b>Development of Additional Off-Street Parking</b>	
51.	18 / 21	Approach private land owners with vacant sites or seasonally under-utilized parking in proximity to downtown about establishing privately managed off-street parking opportunities	<b>Planning</b>
		<b>Enforcement</b>	
		<b>Review New Options for Enforcement Technology</b>	
52.	24	Review options for license plate recognition technologies in 2015	<b>Bylaw</b>

# **APPENDIX A.**

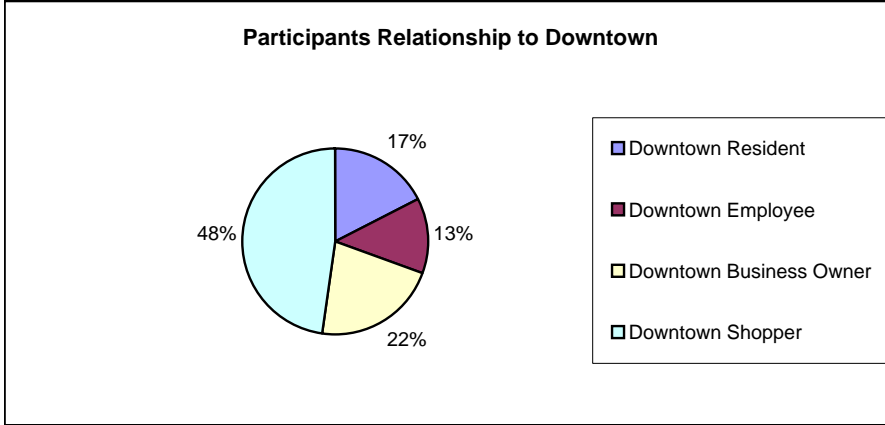
## **OPEN HOUSE FEEDBACK**

## City of Vernon Downtown Parking Implementation Plan Open House Feedback

### Question 1

Which of the following statements best describes you?

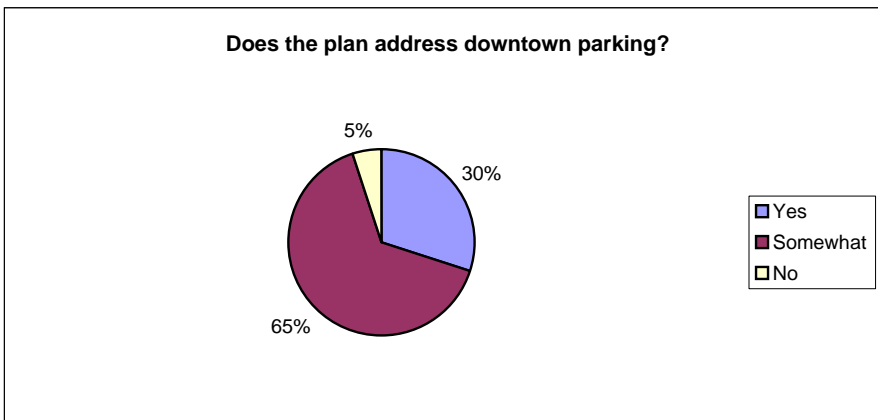
Figure 1.



### Question 2

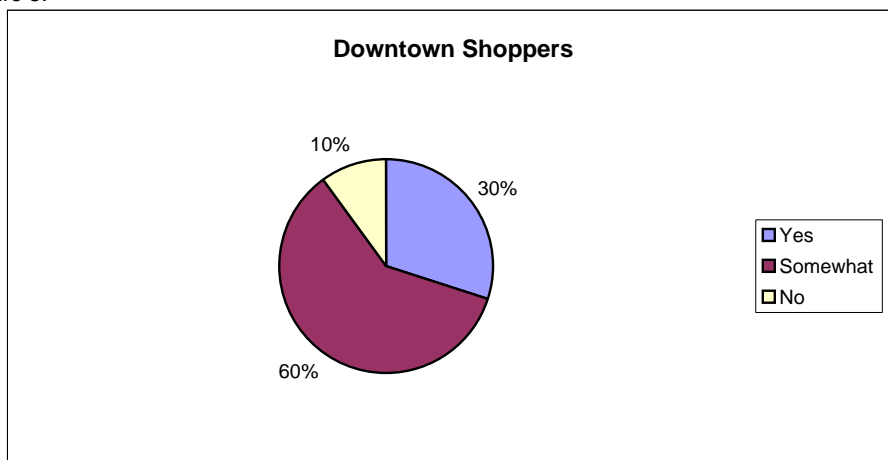
Do you feel that downtown Vernon's parking issues have been addressed in the material presented?

Figure 2.



Downtown shoppers made up the largest group represented at the Open House, their responses as to if the plan addresses the parking issues are summarized below.

Figure 3.

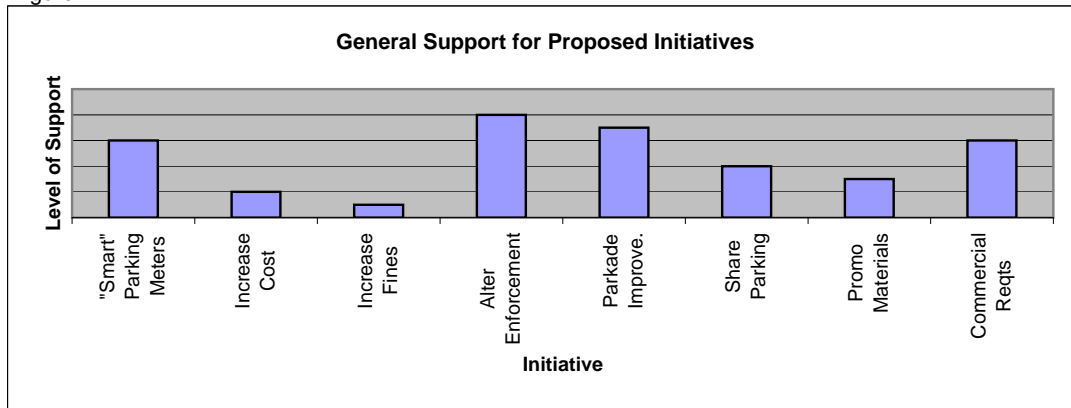


**Question 3**

Please rank the following parking management solutions in order of importance (1 is high, 8 is low)

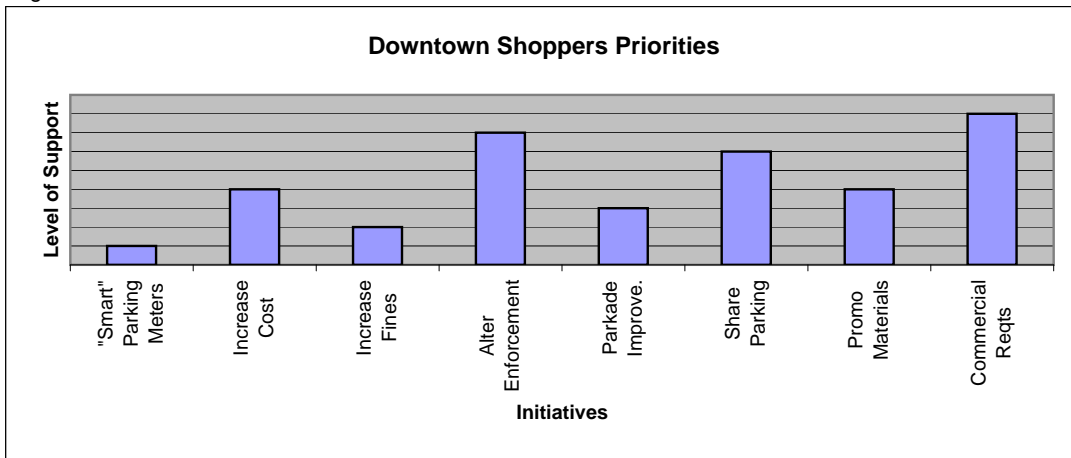
Outlined below are the priorities from the all the open house attendees. The following to tables break out the responses for downtown shoppers and downtown business owners.

Figure 4.



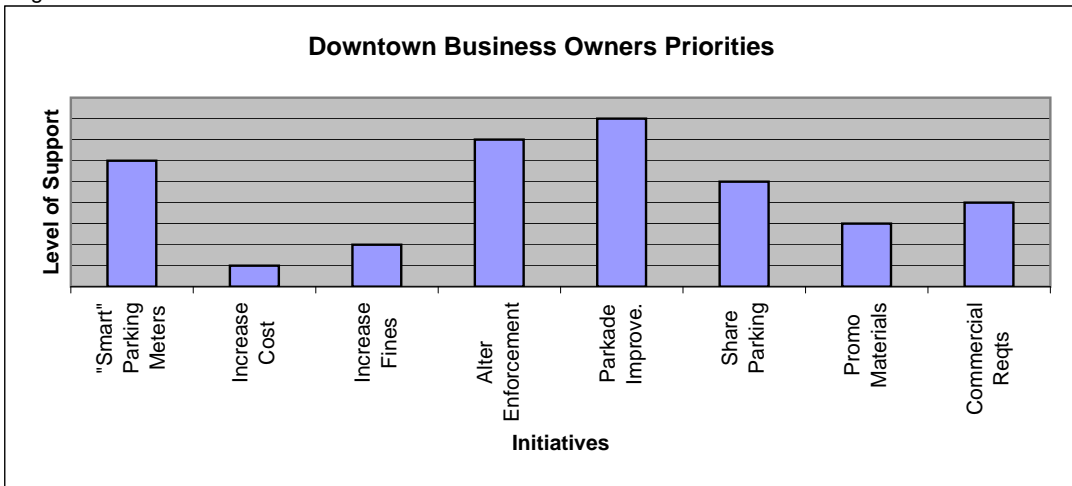
The priorities of only the downtown shoppers are shown below.

Figure 5.



The priorities of the downtown business owners are summarized below.

Figure 6.



## Additional Comments

1

I operate the Massage Therapy College in the old Eatons Building 120-160 students come to school daily 8:15-4:15 Monday to Friday - Parking is a huge issue. Ideas: 1) When central bus stop is moved, use space for increase parking as much as possible, include daily / half day options, include monthly pass options include student options: 2) make parkade available at student rates: (3) maintain free parking access at skating rink and rec centre lots IF this changes create monthly student options: (4) maintain 4 HR daily parking free in peripheral areas of City Centre. Thanks for you reconsideration

2

3

Cease parking meter charges after 5:00pm, Be flexible - have seen tickets being given out at 5:55pm - creates poor relationship with public, Support requirement for minimum vehicle parking for our affordable housing projects in the downtown core with increasing reliance on mass transit & bicycle use / storage, Not related - bypass through traffic off Highway 97 and 30th Ave should thereafter become pedestrian only.

4

I have never found parking in the downtown to be a problem (just trying to get back to meter before I get a ticket, even if put in money) would love to see a 'pedestrian mall' perhaps west of 32nd towards Safeway. Also having the Farmers Market downtown would be a great asset.

5

Please implement some form of parking restriction (2 HR limit?) on 27th Ave at 34th St (between Mission and People Place) Reason - parking is a premium - lots of appts at People Place & limited parking. The street parking is taken up with students of massage therapy college, banks \* stores who arrive around 8am and stay all day, thus impeding easy access to People Place for disabled, elderly, young parents with little ones. Thank you for your consideration!

6

7

Suggestions - angle parking, pedestrian frontage improvements, beautification projects with regards to parks and supply should be organizes for efficiency

8

Alter Enforcement: Disagree - many seasonal residents with 'out of province plates'

9

10

"E" bike plug in parking, security vans blocking 30th Ave outside Royal Bank, talk to business owners individually, no loss of parking

11

12

13

14

15

I'd dislike increasing parking fines to \$15. I don't mind even paying more per hour but I've been known to carefully get my quarters ready and then walk of without putting them in or heading off to renew my space and meet a friend. Will we need more bicycle parking? Do smart meters really work?

16

The plan seems to rely on private sector to provide solutions of lack of inventory. No indication of future planning of an additional parkade or if plans to get parking available on the 3400 block on 30th Ave The rest of 20th Ave redevelopment can it be angle parking to get more stalls?

17

the fundamental issue to bring shoppers to downtown or scare them away - is parking. This issue can be the prime reasons for a business to consider options to relocate to other spots than downtown!

18

Our downtown is dreadfully underused. The shopping malls offering free parking and easy vehicle access take business from downtown. Increasing parking costs in the downtown core could be offset by offering cheaper parking on the town outskirts. Publicize this with painted footprints on the sidewalks - with the price of parking (a flat fee of say \$2 per day something really cheep - to get folks walking. Make the proposition one of positives - "This is good for you" "This is cheap" "Walk the stores on 32nd Ave" Do no reduce the time for parking on 30th - increase time for meters off 30th.

19

20

21

As an organization responsible for issuing People with Disability Parking Permits (PWD) we are concerned about the changes. We would like the number of PWD Parking spots to truly reflect that % of the population. The idea of a PWD permit to park at any spot doesn't help during major events - example given to Dan Casey (see later in comment). Ex: sunshine fest. This would install a new barrier for PWD to realize their full potential. We promote full integration of PWD in all events in our community. Enforcement at PWD meters should try to check the month and year on permits to make sure it's valid. Example provided to Dan: I do recognize that issue coming up pretty often. An example would be during the last light-up downtown. Since I was signed up to volunteer with Special Olympics Road Hockey event, I got there early and was able to get a good parking spot close to the event, but when the event ended I noticed how many of the accessible spots were taken by vehicles without accessible parking permits because there were so many people downtown. So, even though there are only a few downtown already, when an event is going on, there is a very small chance of finding any. Hope you are having a good day! PWD % Inc (of total



22 Smart Meters: Increase but allow 15min / 25c: Enforcement: Grace Period?, warnings to infrequent offenders (rank 1)

23 The problem with parking downtown is that there are not enough spaces. I have a wife that uses a walker, when there is a major event such as Sunshine Festival, we cannot attend. The City needs to convince businesses such as Safeway to allow use of their parking space during these events. Most businesses such as Safeway have more spaces than needed, most times during peak periods when you'd think the lot would be full, the lot is empty. Also law enforcement officers need to be encouraged not to put rude comments when tickets are issued. This is an ongoing problem. No need to offend.

24 logical strategy to deal with the situation