

PARKING SERVICES

# 2019 ANNUAL REPORT

PUBLIC WORKS AND ENVIRONMENTAL SERVICES DEPARTMENT



## SUMMARY

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### PURPOSE

The *Municipal Parking Management Strategy*, first approved by City Council in 2009, and updated in 2019, requires that an Annual Report for the Municipal Parking Management Program be received and reviewed by Council on a yearly basis.

### MUNICIPAL PARKING MANAGEMENT PROGRAM OVERVIEW

The City of Ottawa provides paid public parking through the Municipal Parking Management Program. Delivered by Roads and Parking Services within the Public Works and Environmental Services Department, the Municipal Parking Management Program is mandated to provide public parking services that are in alignment with the goals and objectives of the *Municipal Parking Management Strategy*.

The *Municipal Parking Management Strategy*, in alignment with the Municipal Act, requires that the Municipal Parking Management Program be financially self-sustaining. This means that parking revenues must be sufficient to entirely recover all related operating and capital lifecycle maintenance expenditures, including contributions to the Parking Reserve Fund to finance future parking system development, operation, and promotion.

### 2019 ANNUAL REPORT OVERVIEW

Based on the *Municipal Parking Management Strategy* requirements, the Annual Report includes a review of key business indicators, an overview of progress towards meeting the various goals and objectives, and a summary of parking inventory and rate information.

The 2019 Annual Report presents the following information:

- 2019 highlights for Parking Services.
- An overview of the Parking Stakeholder Consultation Group (PSCG).
- The key accomplishments and achievements of 2019, linking them to five themes consistent with the *Municipal Parking Management Strategy*:
  - Customer Experience;
  - Parking Studies;
  - Building Community Relationships;
  - Operational Enhancements; and,

- Environmental Sustainability.
- The 2019 year-end results across 13 key business indicators with a comparison to 2018 and 2017.
- A summary of changes made to paid parking in 2019.
- An inventory of all paid municipal public parking that was active in 2019.

## **2019 MUNICIPAL PARKING MANAGEMENT STRATEGY REFRESH**

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The *Municipal Parking Management Strategy* Refresh was completed in 2019. It included extensive consultations with key stakeholders including the Parking Stakeholder Consultation Group, Ward Councillors, Business Improvement Areas and internal stakeholders. The key changes are:

- Updates were made to the Funding Model to clarify acceptable expenditures of parking fee revenues and establish parameters related to the Parking Reserve Fund (i.e. a minimum and maximum).
- The Rate Setting Guidelines were updated to allow staff more flexibility, within council approved ranges, to readily and consistently respond to evolving needs related to parking management.
- An increase to the BIA Parking Initiative Grant Program was made, bringing the maximum grant from \$5,000 to \$10,000 annually.
- Introduction of a requirement for a Technology Road Map to assist in strategic and long-term financial planning which will be updated on a regular basis (at least once per term of Council).
- The Performance Measurement Program for Parking Services was revised and formally integrated into the Municipal Parking Management Strategy. Among other things, this defines Key Operational Indicators and Key Business Indicators. There is also requirement to update the Performance Measurement Program on a regular basis (at least once per term of Council).
- Updated Terms of Reference for the Parking Stakeholder Consultation Group and Local Area Parking Studies.

## **ADDITIONAL 2019 HIGHLIGHTS**

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- Completed a Governance Review that explored different options, including a Municipal Services Corporation. It was tabled with the Municipal Parking Management Strategy Refresh and Council received the independent third-party review which recommended the continuation of a Municipal Delivery Model and

no change with respect to the integration between the paid parking program and parking enforcement groups.

- Continued support for the ring and post bike parking program, installing 50 racks at various locations in 2019, many of them at OC Transpo bus stop locations.
- Gated entry and exit terminals in Byward Market and City Hall garages were upgraded in Spring of 2019 to introduce new functionality.
- Refurbishment continued on Pay and Display machines in order to update components and address aesthetic issues. A total of 229 units were refurbished in 2019.
- Fifteen rate adjustments were made at off-street facilities as a result of the regular off-street rate review process.

## **PARKING STAKEHOLDER CONSULTATION GROUP**

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### **PURPOSE**

The Parking Stakeholder Consultation Group (PSCG) was established with the approval of the *Municipal Parking Management Strategy*. Consisting of 13 members who represent a wide variety of key stakeholder groups, its mandate is to act as a channel between the City, stakeholders, and affected citizens and groups. The group also provides feedback on parking management policy that supports the objectives of the Municipal Parking Management Program as well as the parking-related objectives of the Transportation Master Plan. Regular consultation with the PSCG ensures that community stakeholders remain well informed of issues related to municipal parking and that services offered by Parking Services are aligned with community needs.

The group serves for a period that runs concurrently with the term of Council. Meetings, held approximately 3-4 times per year, present an opportunity for staff to update and engage stakeholders on various issues associated with the Municipal Parking Management Program. Meeting minutes are available upon request from Parking Services.

In consultation with PSCG, it was agreed that the 2015 – 2018 PSCG membership would continue to sit for the remainder of the *Municipal Parking Management Strategy* Refresh process. This decision allowed for continuity with respect to the *Municipal Parking Management Strategy* Refresh process and reduced potential interruptions in the consultation process. The last meeting for this membership was in August 2019.

### **PSCG MEMBERS 2015 –2019**

- Chair – Kevin Wylie, General Manager, Public Works & Environmental Services
- BIA Representatives – Jasna Jennings, Andrew Peck, Christine Leadman, Michelle Groulx
- Community Association Representatives – John Verbaas, Steve Harris, Alice Nakanishi
- TDM/Cycling/Pedestrian Representative – Daniel Spence
- Ottawa Tourism & Convention Authority Representative – Kelly Haussler (replaced Catherine Callary)
- Development Industry Representative – Dean Karakasis
- Places of Worship Representative – Greg Fyffe
- Accessibility Representative – Daniel Boyer

- Council on Aging – John Woodhouse (Member-at-Large)

As part of the update to the Municipal Parking Management Strategy, the Terms of Reference for PSCG were updated to clarify roles and responsibilities. Starting with the next membership term, the Chair will be the Director, Roads and Parking Services. In addition, the Council on Aging will be represented with a formal seat (replacing the member-at-large), and one of the Community Association representatives will be from the Federation of Citizen's Associations.

## **CUSTOMER EXPERIENCE**

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Service excellence and the corresponding impact on the customer experience plays a significant role for Parking Services – it means striving to provide a level of operational performance that exceeds the expectations of the residents and visitors to Ottawa. In alignment with the *Municipal Parking Management Strategy*, parking is a public service that supports a multitude of purposes. As such, Parking Services is committed to providing customers with a positive experience at all of its parking facilities.

### **UPGRADE OF PARKING GARAGE SYSTEMS**

At City Hall and two garages in the ByWard Market, there are gated pay systems with Pay on Foot machines and entry / exit terminals. These were upgraded in the Spring of 2019. New technology was introduced to accept debit card payments and include “Tap and Go” credit card capabilities which provides additional convenience and allows for quicker transaction times. This feature would also allow ticketless entry into the parking facility by using your credit card to enter and leave using the same card.

### **PAY & DISPLAY REFURBISHMENT**

A program was initiated in 2018 to update components and address aesthetic issues related to the over 700 Pay & Display kiosks that are on-street, at City-managed surface lots and at some garages. This is intended to improve the operations of the equipment and the overall customer experience. In 2019, the process continued with machines in the Byward Market, Somerset and Preston, and parts of the downtown core replaced. A total of 229 units were refurbished in 2019. This initiative will continue in 2020.

### **FREE OVERNIGHT WINTER PARKING**

During overnight winter parking bans, the City of Ottawa continued to offer free overnight parking at all six municipally owned public parking garages, and at the University of Ottawa parking garage. Two overnight winter parking bans were called in 2019 that resulted in an average of 744 vehicles per event parked at these parking facilities.

## **PARKING STUDIES**

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### **ZONING AMENDMENTS**

Parking Services regularly provides input to the Planning, Infrastructure and Economic Development Department on applications for zoning amendments related to parking by summarizing key issues, collecting data (where applicable), and ensuring that the objectives of the *Municipal Parking Management Strategy* are observed. In 2019, 11 memorandums were prepared in response to zoning amendment applications, which included reviewing existing parking in the area, gathering and / or analyzing existing data, identifying potential impacts, and evaluating the proposal against the objectives of the *Municipal Parking Management Strategy*.

### **TURNOVER STUDIES**

Parking Services regularly monitors paid parking areas by surveying on-street paid spaces for occupancy and turnover to ensure the on-street objectives of the *Municipal Parking Management Strategy* are being met. In 2019, turnover studies were conducted for 34 different areas. Once the data was collected and analyzed, it is used to help identify issues and inform various decision-making processes

### **OFF-STREET RATE REVIEWS**

Rates at City-managed facilities are comprehensively reviewed three times each year (Winter, Spring and Fall). Reviewing the rates for off-street parking facilities (surface lots and garages) is required to ensure that *Municipal Parking Management Strategy* objectives are being met and ultimately that the facilities are being properly managed.

In 2019, 15 parking rates were adjusted. Of those, 11 increases were made for long-term parking (five daily maximum rates, and six monthly permit rates). For instance, the daily maximum rate at Lot 3 was raised from \$16.00 to \$18.00, and the monthly permit rate was raised from \$215.00 to \$225.00. The other four adjustments were for hourly rates, including a decrease from \$2.50 to \$1.50 at Lot 13. A full list of rate changes implemented in 2019 can be found later in this report.

## **BUILDING COMMUNITY RELATIONSHIPS**

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Building and maintaining positive relationships with local communities is a key component for the continued success of the Municipal Parking Management Program. Many stakeholders were actively engaged in 2019 through various programs, parking studies and operational initiatives.

### **BIA PARKING INITIATIVES GRANT PROGRAM**

The Annual Business Improvement Area (BIA) Parking Initiatives Grant Program, established as part of the original *Municipal Parking Management Strategy* in 2009, was updated in 2019 as part of the Municipal Parking Management Strategy Refresh. It continues to provide an opportunity to work with BIAs to fulfill the Municipal Parking Management Program. It now features an increased amount per eligible BIA (maximum of \$10,000 per year) and expanded criteria to include additional activities that are now in alignment with the updated Strategy. The increased grant amount was made available in 2019 following the approval of the updated *Municipal Parking Management Strategy*. A total of five BIAs applied for and received a grant in 2019: Downtown Rideau, ByWard Market, Chinatown-Somerset, Bank Street, and Wellington West.

### **PARKING STAKEHOLDER CONSULTATION GROUP MEETINGS**

The Parking Stakeholder Consultation Group continued to act as a forum for staff and stakeholders to have dialogue and exchange information. Four meetings were held in 2019, where the primary focus was on the Municipal Parking Management Strategy Refresh and Governance Review. The Parking Stakeholder Consultation Group provided input on all aspects of these and other initiatives.

### **STAKEHOLDER CONSULTATIONS**

Most stakeholder consultations in 2019 were focused on the *Municipal Parking Management Strategy* Refresh. In addition to the Parking Stakeholder Consultation Group meetings, the public, Councillors, Business Improvement Areas and other external groups were actively engaged in this process during 2019, through meetings, surveys and multiple public open houses.

## **OPERATIONAL ENHANCEMENTS**

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In addition to on-street paid parking, Parking Services manages six parking garages and 11 surface parking lots. Ensuring that the supply of municipal paid parking is properly maintained, and that existing infrastructure is appropriately managed is an important part of operational performance. The following is a sample of the work undertaken in 2019 towards parking facility improvement:

### **NORTH RIVER ROAD LOT**

Located at 400 North River Road beside the Rideau River, the 78 space North River Road parking lot provides public parking to visitors to the western area of Vanier. A number of initiatives were completed in the lot that have enhanced service, including:

- Lifecycle repairs involving complete resurfacing and line painting of the asphalt surface, designed to increase the lifespan of the lot.
- Integration with the new dedicated cycling lane on McArthur and the Rideau River pathway by serving as a link between both pieces of sustainable transportation infrastructure through the implementation of cycling lanes through the south portion of the lot.
- Reconfiguration of six monthly spaces to public parking spaces, improving availability to daily / shorter-term parkers, and adding an additional carshare space.

### **LIFECYCLE RENEWAL INITIATIVES**

Based on the results of structural and site reviews, a number of lifecycle renewal initiatives were completed in 2019. At the Somerset-Cambridge Lot, resurfacing, including new asphalt, curbs, and line painting was completed. At the Dalhousie Parking Garage, localized concrete, crack, masonry and joint repairs were done. In addition, repairs to the outdoor roof parking area was completed. At the Gloucester Street Parking Garage, the replacement of the security guard and facility maintenance booth, and repairs to the fire suppression system were completed.

## **ENVIRONMENTAL SUSTAINABILITY**

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### **BICYCLE PARKING STRATEGY**

Through the Municipal Parking Management Strategy Refresh process, it was determined that there is a requirement for a Bicycle Parking Strategy. To this end, the development of a Bicycle Parking Strategy was included in the Municipal Parking Management Strategy Refresh Implementation Plan and work began in late 2019 and is expected to be completed in early 2021.

One of the purposes of a comprehensive Bicycle Parking Strategy would be to properly align the various functions relating to bicycle parking that are already undertaken by different departments. Additional goals include development of criteria for locations, circumstances, and types of bicycle parking installations

Leading up to the start of this initiative, significant steps were made in developing a GIS-based inventory of existing bike parking in the city.

### **RING-AND-POST BICYCLE RACKS**

Parking Services provides and manages 2,910 ring-and-post parking spaces throughout the downtown core. In support of the Municipal Parking Management Program's approach to alternative modes of transportation, an additional 50 ring and post racks were installed for a total of 100 new bicycle parking spaces in 2019. They offer a convenient place for cyclists to securely park their bikes with convenient access to their destinations.

### **INTER-DEPARTMENTAL SUPPORT**

Annually, Parking Services transfers a portion of its revenues internally to groups such as Transit Services and Transportation Planning with the purpose of supporting programs that promote the use of sustainable modes of transportation and that are related to the Municipal Parking Management Program. For example, funds are provided to Transit Services to be used towards the maintenance of Park & Ride facilities. In 2019, a total of \$1.12 million was transferred to the Transportation Services Department.

### **CAR SHARING**

Through the City's parking lots and garages, Parking Services continues to provide spaces exclusively for car sharing. When car sharing is utilized by the public, it reduces

the need for traditional parking inventory, reduces kilometres driven by cars on the road, and reduces the need for car ownership. These factors support Parking Services' objective of promoting environmental sustainability.

At four different parking facilities in 2019, Parking Services expanded partnership with Communauto to replace four daily parking spaces with Communauto exclusive spaces. The car sharing inventory managed by Parking Services now totals 11 spaces.

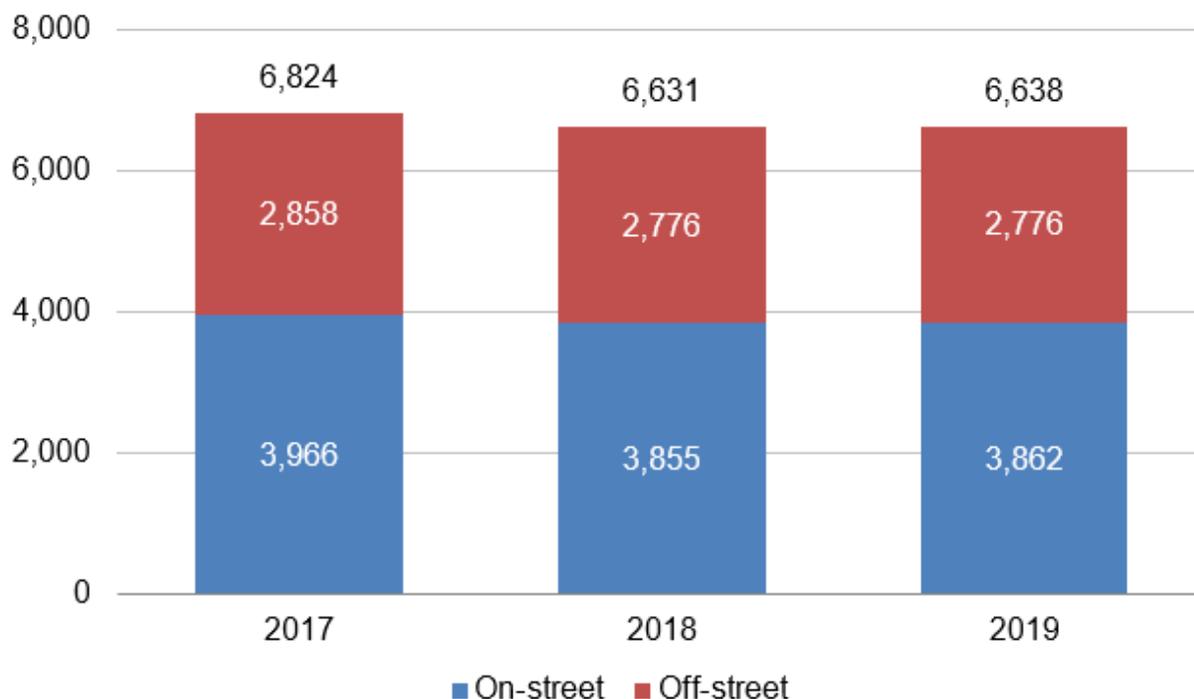
## PERFORMANCE MEASURES

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Measuring performance plays a critical role in the decision-making process. To this effect, Parking Services' Performance Measurement Program has been integrated as part of the Municipal Parking Management Strategy update in 2019. The clearly defined approach assists in ensuring the Municipal Parking Management Program's functions are aligned with the City's strategic objectives. The following 13 key business indicators have been selected to indicate overall performance of the branch and are presented on the following pages:

1. Total Parking Spaces Managed
2. Parking Equipment Uptime (proportion of time equipment is fully functional)
3. Parking Transactions by Payment Type (On-Street)
4. Service Requests - Parking Equipment
5. A) Average Hourly Rates (Weekday)
5. B) Average Daily Maximum Rates (Weekday)
6. Operating Expenses (Excluding Parking Reserve Fund Contribution)
7. Revenue
8. Parking Reserve Fund Contribution
9. Average Expense per Space (Excluding Parking Reserve Fund Contribution)
10. Average Revenue per Space
11. Spending on Sustainable Modes of Transportation
12. Total Bicycle Spaces Managed by Parking Services

## 1. TOTAL PARKING SPACES MANAGED



| Total Parking Spaces Managed | 2017         | 2018         | 2019         |
|------------------------------|--------------|--------------|--------------|
| On-street                    | 3,966        | 3,855        | 3,862        |
| Off-street                   | 2,858        | 2,776        | 2,776        |
| <b>Total</b>                 | <b>6,824</b> | <b>6,631</b> | <b>6,638</b> |

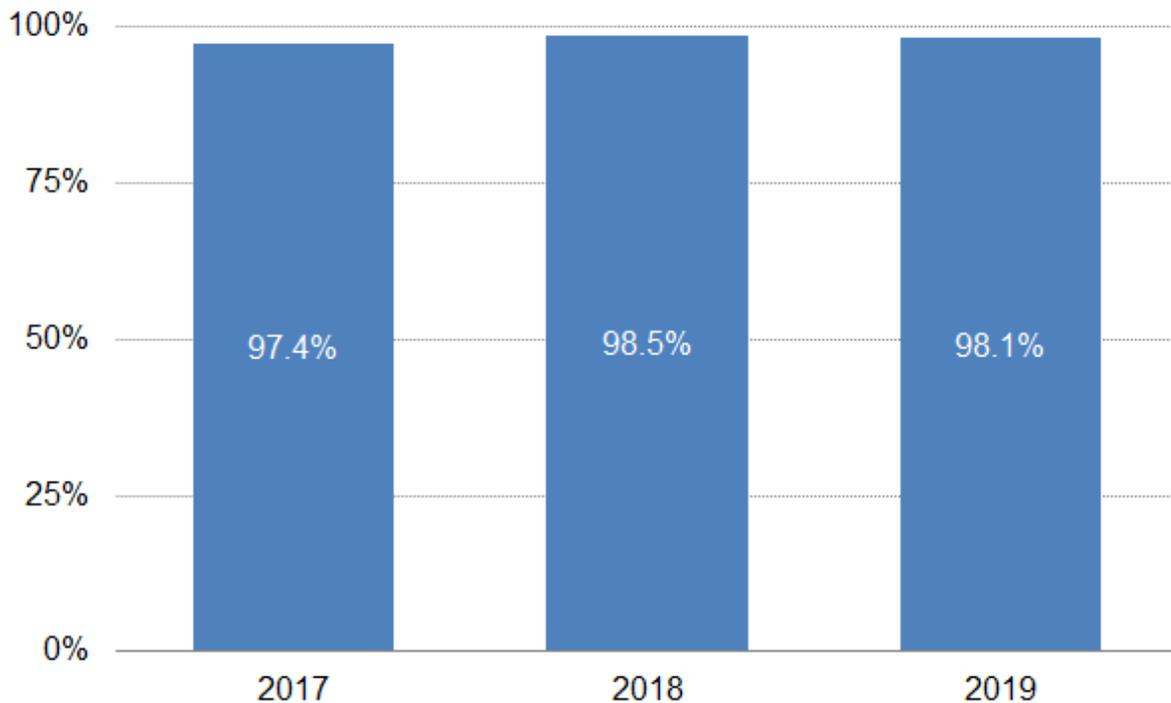
### ANALYSIS

As of December 31, 2019, Parking Services managed 3,862 paid on-street parking spaces and 2,776 paid off-street spaces, for a total of 6,638 paid parking spaces.

While there was no change to the number of off-street spaces in 2019, there was a slight increase in the number of on-street spaces. This change was the net of a number of small-scale adjustments where spaces were added or removed, largely as a result of changes in curbside use.

See pages 26 and 27 for complete details regarding the changes in parking spaces in 2019.

## 2. PARKING EQUIPMENT UPTIME



| Parking Equipment Uptime | 2017  | 2018  | 2019  |
|--------------------------|-------|-------|-------|
| Total uptime             | 97.4% | 98.5% | 98.1% |

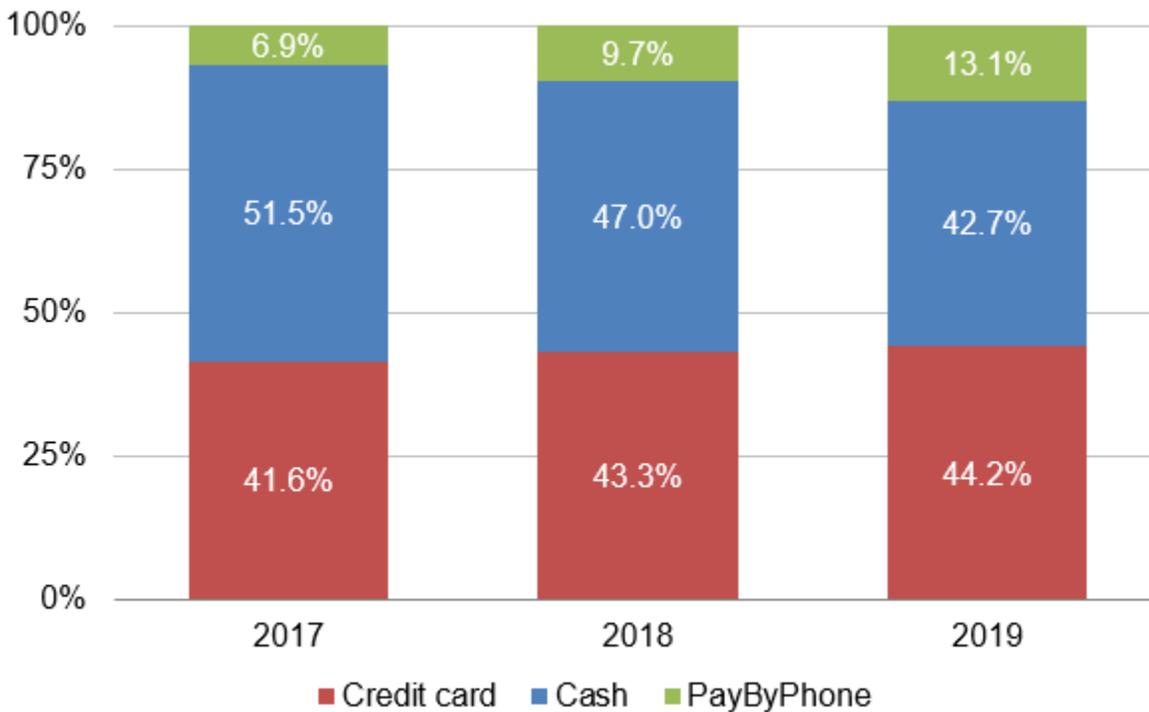
### ANALYSIS

The uptime rate for parking equipment was 98.1% in 2019, slightly lower than the previous year. Data for this measure was derived from reporting information from the vendor that supplies and maintains the equipment.

Compared to 2018, the uptime has decreased by 0.4%, but remains 0.7% higher than in 2017. The increase in uptime relative to 2017 was a result of improved monitoring initiatives and strategies to address long-term outages and other specific issues and trends.

Overall uptime remains high and will continue to be monitored to ensure that a high level of service continues to be offered to customers.

### 3. PARKING TRANSACTIONS BY PAYMENT TYPE (ON-STREET)



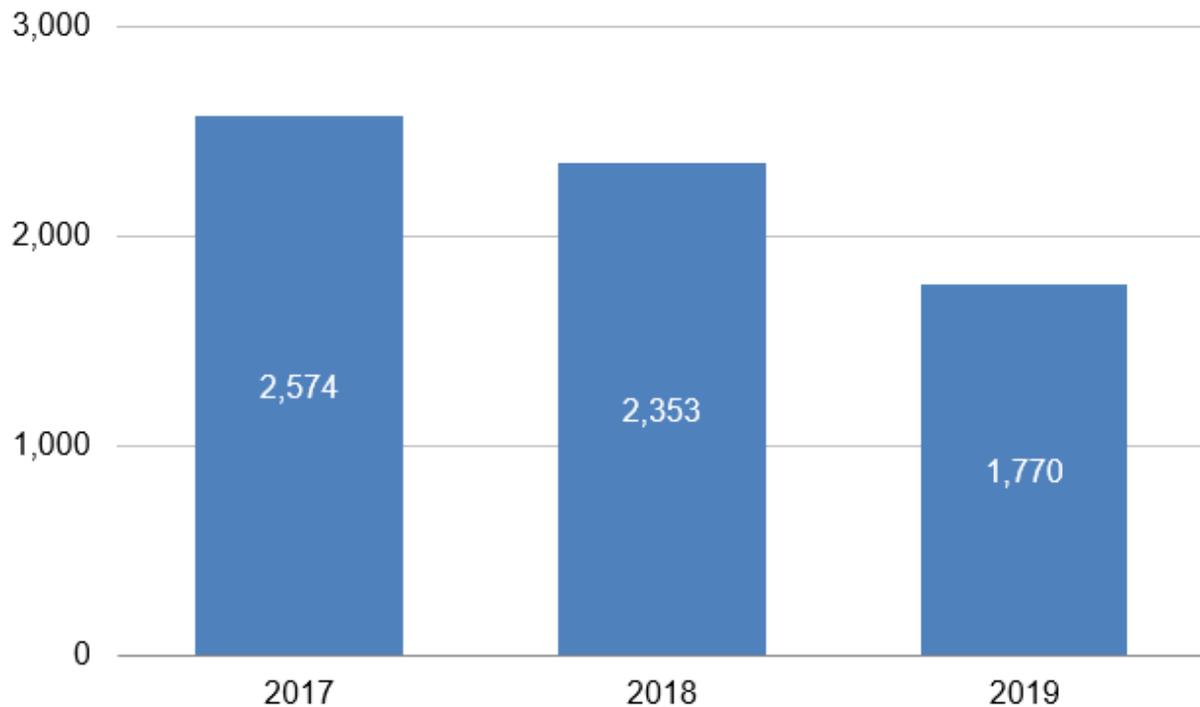
| Transactions by Payment Type | 2017  | 2018  | 2019  |
|------------------------------|-------|-------|-------|
| PayByPhone                   | 6.9%  | 9.7%  | 13.1% |
| Cash                         | 51.5% | 47.0% | 42.7% |
| Credit Card                  | 41.6% | 43.3% | 44.2% |

#### ANALYSIS

The proportion of on-street Pay & Display transactions conducted with a credit card increased slightly to 44.2% in 2019, from 43.3% in 2018. The proportion of cash transactions continues to steadily decrease to 42.7% in 2019, from 51.5% in 2017.

The usage of PayByPhone continues to increase, representing 13.1% of all transactions in 2019, up from 9.7% in 2018.

#### 4. SERVICE REQUESTS – PARKING EQUIPMENT



| Service Requests – Parking Equipment | 2017  | 2018  | 2019  |
|--------------------------------------|-------|-------|-------|
| Number of service requests           | 2,574 | 2,353 | 1,770 |

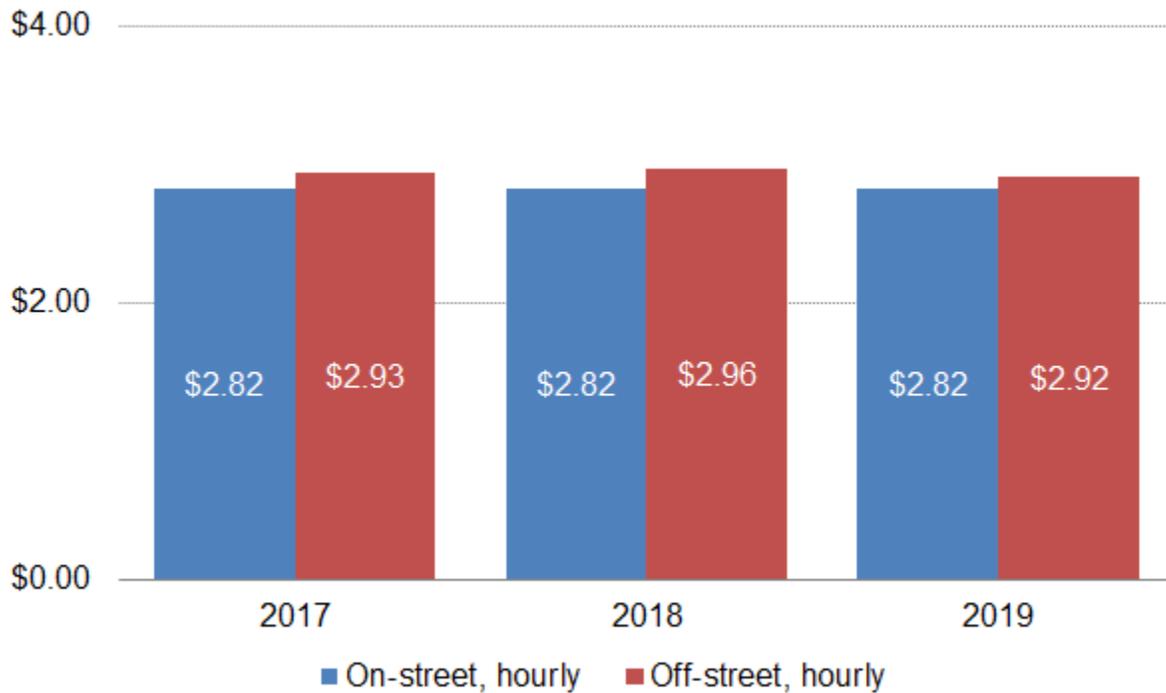
#### ANALYSIS

In 2019, 1,770 service requests were registered relating to parking equipment, a decrease of 24.8% compared to 2018.

The decrease in calls in 2019 is largely a result of the positive impact of the equipment refurbishment program that began in 2018 and continued in 2019. The decrease is also attributed to improved monitoring initiatives, as well as strategies to address long-term outages and remove duplicate service requests.

There are continuing initiatives to work with the vendor to further improve the customer experience and reduce the number of related service requests.

## 5A. AVERAGE HOURLY RATES (WEEKDAY)



| Average Hourly Rates | 2017   | 2018   | 2019   |
|----------------------|--------|--------|--------|
| On-street            | \$2.82 | \$2.82 | \$2.82 |
| Off-street           | \$2.93 | \$2.96 | \$2.92 |

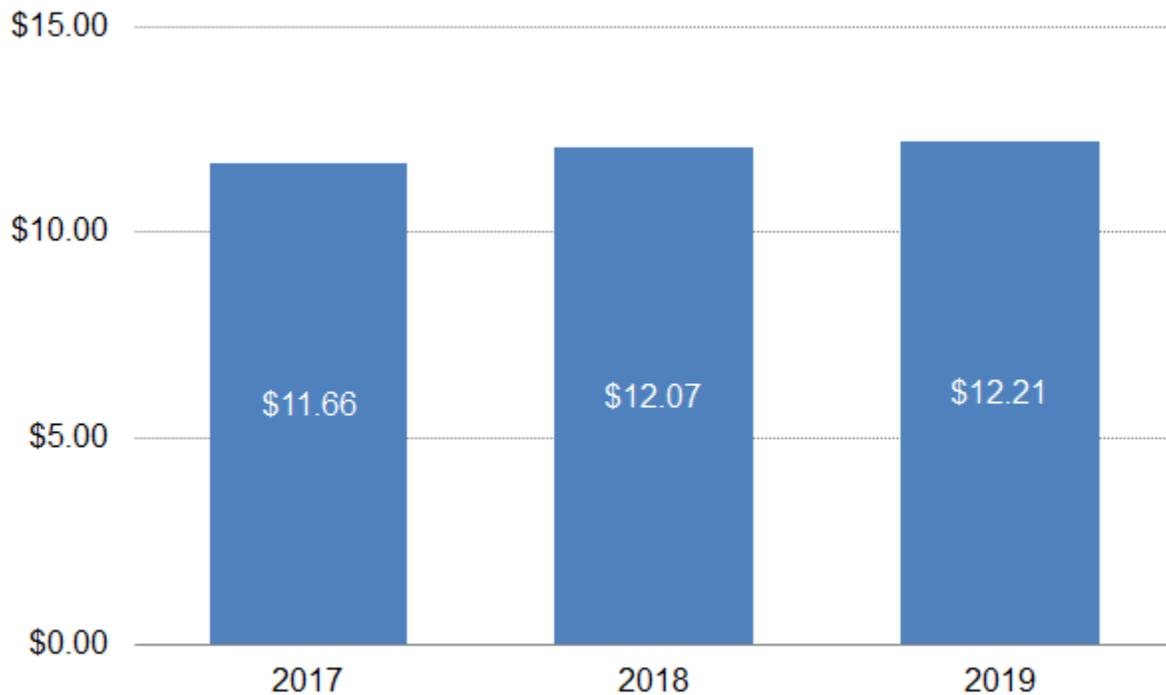
### ANALYSIS

Average hourly on-street parking rates remained at \$2.82 in 2019. There were no on-street rate changes implemented in 2019 while the Rate Setting Guidelines were being reconsidered as part of the Municipal Parking Management Strategy Refresh process.

In 2018, the average hourly off-street rate was up to \$2.96 from \$2.93 the year before. In 2019, the rate came back to \$2.92. This is due to the lowering of rates, such as Lot 13 being reduced from \$2.50 to \$1.50, and two lots that had high hourly rates no longer being managed by the City.

See page 26 for full details of rate changes in 2019.

## 5B. AVERAGE DAILY MAXIMUM RATE (WEEKDAYS)



| Average Daily Maximum Rate | 2017    | 2018    | 2019    |
|----------------------------|---------|---------|---------|
| Off-street                 | \$11.66 | \$12.07 | \$12.21 |

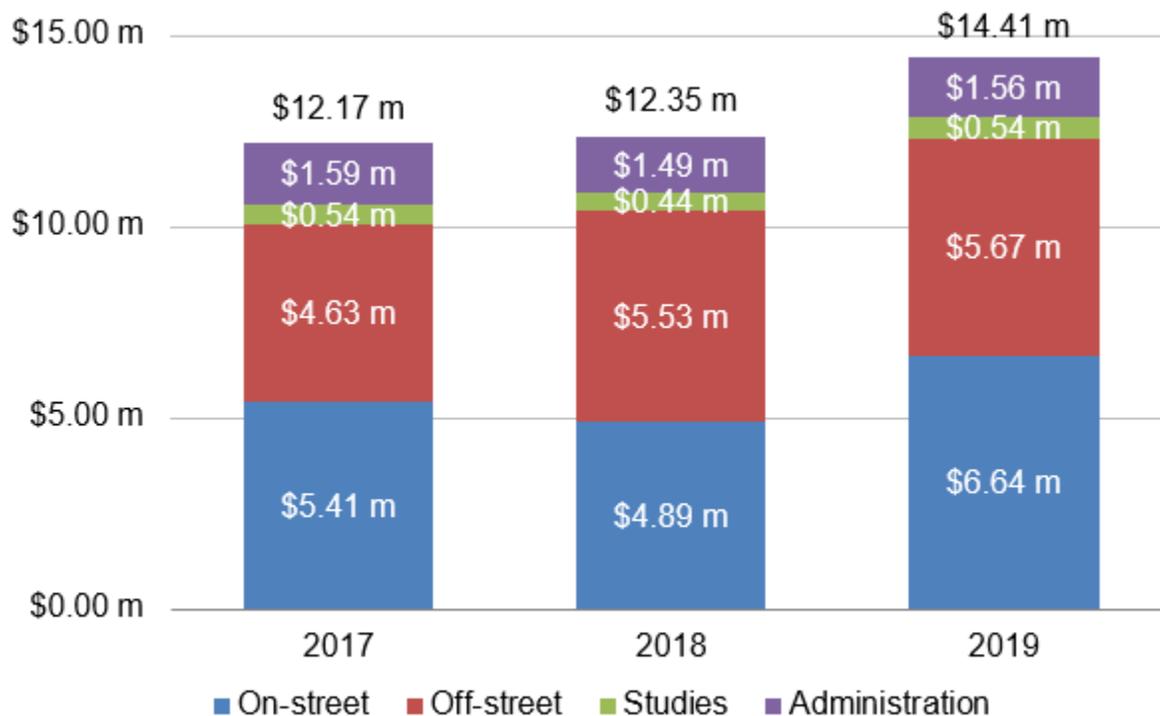
### ANALYSIS

This measure helps to illustrate trends related to how long-term parking is priced.

There has been a steady increase in this measure over the last three years. In 2019, the increase of 14-cents over 2018 (+1.1%) is the result of increases in the daily maximum at City Hall and Gloucester garage, and at three surface lots.

Off-street rates are reviewed three times per year and adjusted both in response to market conditions and to ensure fulfillment of the objectives of the *Municipal Parking Management Strategy*.

## 6. OPERATING EXPENSES (EXCLUDING PRF CONTRIBUTION)



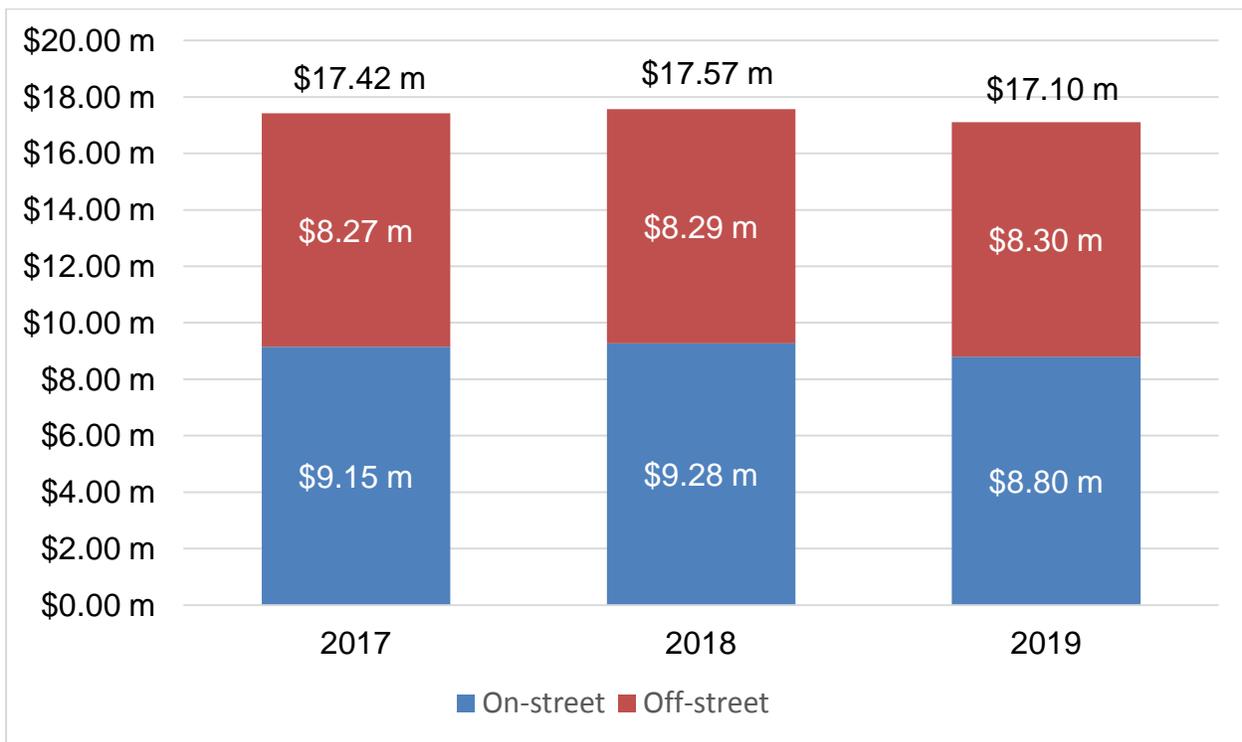
| Operating Expenses | 2017             | 2018             | 2019             |
|--------------------|------------------|------------------|------------------|
| Administration     | \$1.59 m         | \$1.49 m         | \$1.56 m         |
| Studies            | \$0.54 m         | \$0.44 m         | \$0.54 m         |
| Off-street         | \$4.63 m         | \$5.53 m         | \$5.67 m         |
| On-street          | \$5.41 m         | \$4.89 m         | \$6.64 m         |
| <b>Total</b>       | <b>\$12.17 m</b> | <b>\$12.35 m</b> | <b>\$14.41 m</b> |

### ANALYSIS

Overall, expenses in 2019 were 16.7% higher than 2018. This increase is primarily attributable to an additional transfer of \$1.7 million to Roads Services in order to address higher-than-normal costs during the 2018-19 winter season.

As part of the Municipal Parking Management Strategy Refresh, an updated method for covering Roads-related costs associated with the on-street paid parking and permit network has been established which will tie transfers to actual costs and current metrics on a go forward basis.

## 7. REVENUE



| Revenue      | 2017             | 2018             | 2019             |
|--------------|------------------|------------------|------------------|
| On-street    | \$9.15 m         | \$9.28 m         | \$8.80 m         |
| Off-street   | \$8.27 m         | \$8.29 m         | \$8.30 m         |
| <b>Total</b> | <b>\$17.42 m</b> | <b>\$17.57 m</b> | <b>\$17.10 m</b> |

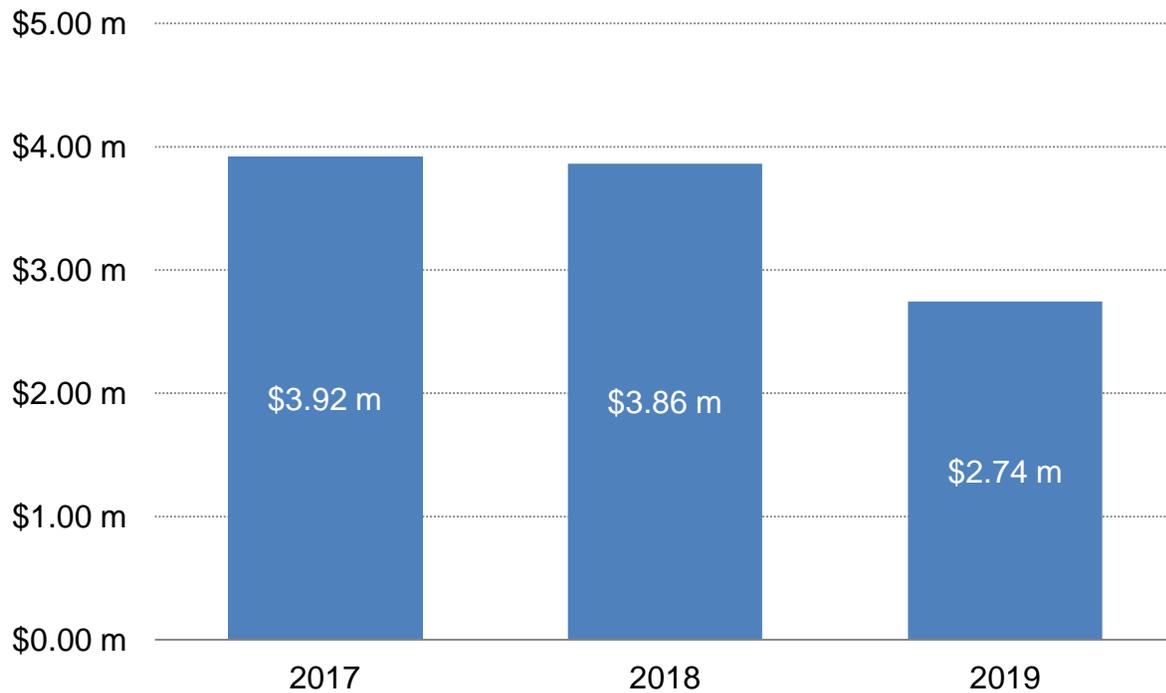
### ANALYSIS

Off-street revenues in 2019 were very similar to those of 2018 and 2017.

On-street revenues are down primarily due to the impacts of the Elgin Street reconstruction.

Beginning in 2016, a portion of the on-street revenue has been allocated to offset deferred liability related to parking equipment (Pay & Display machines and Parking Facility Payment Systems) as a result of the contract with Precise Parklink.

## 8. PARKING RESERVE FUND (PRF) CONTRIBUTION



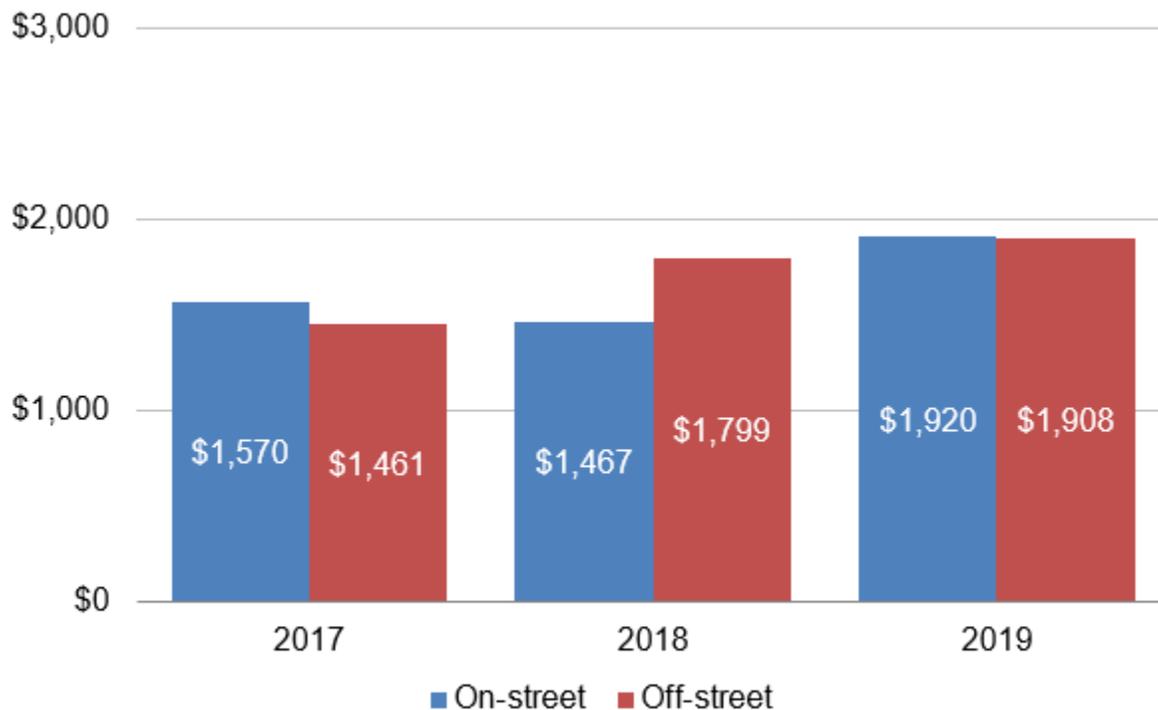
| Parking Reserve Fund Contribution | 2017     | 2018     | 2019     |
|-----------------------------------|----------|----------|----------|
| Total contribution                | \$3.92 m | \$3.86 m | \$2.74 m |

### ANALYSIS

The contribution to the Parking Reserve Fund consists of the difference between revenues and expenditures and is used to fulfill the program objective that relates to ensuring that the revenues generated by the Municipal Parking Management Program are sufficient to wholly recover all expenses and then contribute to a reserve fund to finance future parking system development, operation, and promotion in alignment with the Municipal Parking Management Strategy.

A total of \$2.74 million was contributed to the Parking Reserve Fund in 2019, 29% less than 2018. This is primarily due to the increase to winter road maintenance expenses and reduction in on-street revenues.

## 9. AVG EXPENSE PER SPACE (EXCLUDING PRF CONTRIBUTION)



| Average Expense Per Space | 2017    | 2018    | 2019    |
|---------------------------|---------|---------|---------|
| On-street                 | \$1,570 | \$1,467 | \$1,920 |
| Off-street                | \$1,461 | \$1,799 | \$1,908 |

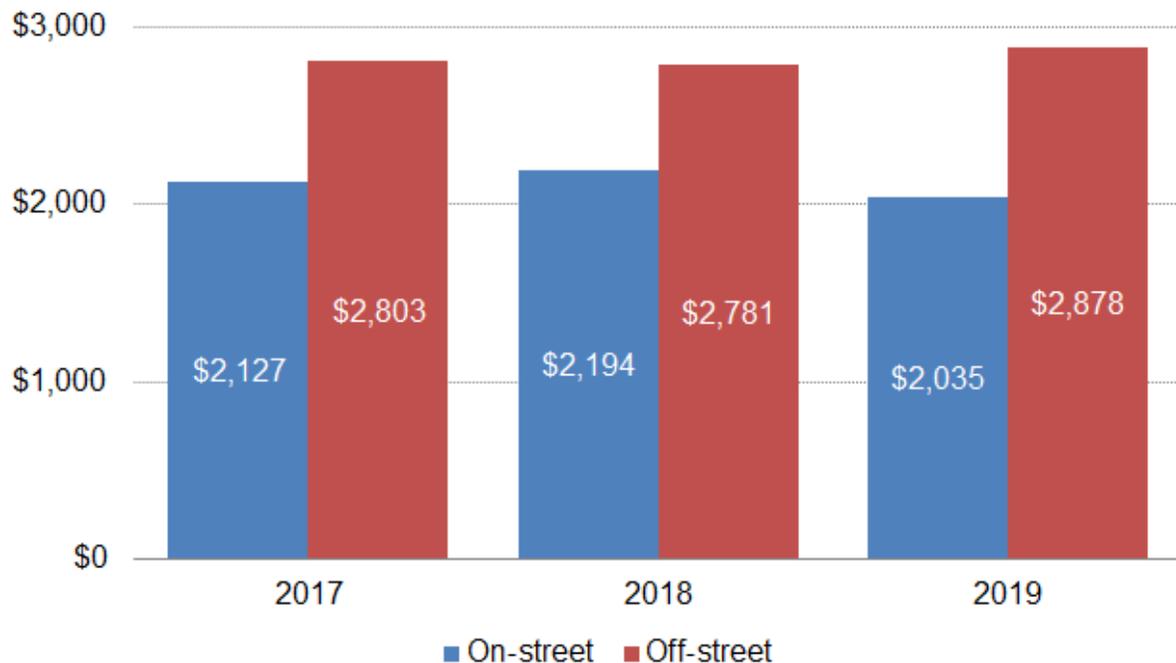
### ANALYSIS

The average expense per on-street space in 2019 was \$1,920, up significantly from \$1,467 in 2018 and \$1,570 in 2017, due primarily to winter maintenance expenses having increased. This includes applicable administration costs.

The average expense per off-street space in 2019 was \$1,908, up from \$1,799 in 2018 and \$1,461 in 2017. This includes applicable administration costs. This 6% increase can be attributed to a 3% decrease in off-street parking inventory and additional requirements, such as increases in security patrols.

For further details on changes in expenditures, see page 19.

## 10. AVERAGE REVENUE PER SPACE



| Average Revenue per Space | 2017    | 2018    | 2019    |
|---------------------------|---------|---------|---------|
| On-street                 | \$2,127 | \$2,194 | \$2,035 |
| Off-street                | \$2,803 | \$2,781 | \$2,878 |

### ANALYSIS

Average revenue per on-street space in 2019 was \$2,035, down slightly from \$2,194 in 2018. The decrease was due to Elgin Street being under construction for a large portion of the year.

Average revenue per off-street space in 2019 was \$2,878, up slightly from \$2,781 in 2018. The increase can be attributed to increased demand and the increase in some rates.

## 11. SPENDING ON SUSTAINABLE MODES OF TRANSPORTATION



| Spending on Sustainable Modes | 2017     | 2018     | 2019     |
|-------------------------------|----------|----------|----------|
| Total spending                | \$1.21 m | \$1.10 m | \$1.14 m |

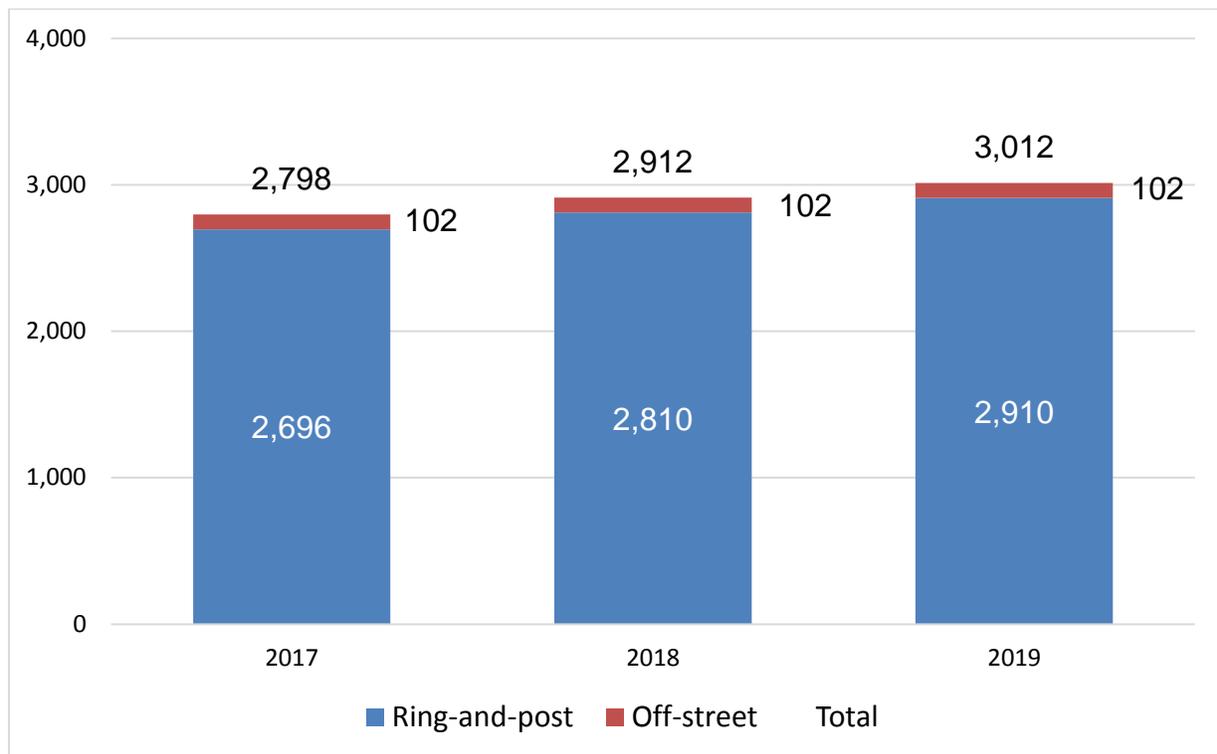
### ANALYSIS

Spending in support of sustainable modes of transportation aligns with the objectives of the *Municipal Parking Management Strategy*.

Total spending in support of on sustainable modes of transportation was \$1.14 million in 2019, slightly more than \$1.10 million in 2018 and less than \$1.21 million in 2017. The fluctuating expenditures are largely due to OC Transpo Park and Ride maintenance costs, which are covered by Parking Services through transfers to Transit Services.

Other components include the costs related to the ring-and-post bike parking program, and transfers to different internal departments in support of Transportation Demand Management initiatives and sustainable urban planning programs.

## 12. TOTAL BICYCLE SPACES MANAGED BY PARKING SERVICES



| Total Bicycle Spaces Managed | 2017         | 2018         | 2019         |
|------------------------------|--------------|--------------|--------------|
| Streetside (Ring-and-Post)   | 2,696        | 2,810        | 2,910        |
| Off-street                   | 102          | 102          | 102          |
| <b>Total</b>                 | <b>2,798</b> | <b>2,912</b> | <b>3,012</b> |

### ANALYSIS

As of December 31, 2019, Parking Services managed 2,910 ring-and-post spaces and 102 bike parking spaces in seven different off-street parking lots, for a total of 3,012 bicycle parking spaces.

The increase in ring-and-post spaces is due to the installation of 40 new ring and post racks near OC Transpo bus stops and 10 additional ring and post racks in other downtown locations.

## PAID PARKING ADJUSTMENTS IN 2019

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Parking Services is required to report on any changes made to parking rates, hours, and locations during the year under the Delegation of Authority By-law in its Annual Report. The following is the list of changes made in 2019.

### RATES & HOURS

- 210 Gloucester Street parking garage (Lot 3)
  - Monthly rate increased from \$215.00 to \$225.00
  - Weekday daily max increased from \$16.00 to \$18.00
- 110 Laurier Avenue West parking garage (City Hall – Lot 6)
  - Weekday daily max increased from \$17.00 to \$18.00
  - Monthly rate increased from \$205.00 to \$215.01
  - Lost ticket charge increased from \$20.00 to \$22.00
- 574 Bank Street parking lot (Lot 10)
  - Monthly rate increased from \$110.00 to \$115.00
  - Weekday 30-minute rate increased from \$1.25 to \$1.50
  - Weekday daily max increased from \$11.00 to \$12.00
- 687 Somerset Street West (Lot 11)
  - Monthly rate increased from \$110.00 to \$115.00
  - Weekday daily max increased from \$9.00 to \$11.00
- 762 A Somerset Street West (Lot 12)
  - Everyday 30-minute rate decreased from \$1.25 to \$1.00
  - Monthly rate increased from \$110.00 to \$115.00
- 366 Parkdale Avenue (Lot 13)
  - Everyday 30-minute rate decreased from \$1.50 to \$0.75
- 422 Slater Street (Tech High – Lot 18)
  - Weekday 30-minute rate increased from \$1.25 to \$1.50
- 400 North River Road (Lot 20)
  - Monthly rate increased from \$115.00 to \$120.00
  - Weekday daily max increased from \$12.00 to \$14.00

### OFF-STREET INVENTORY

- Number of accessible spaces at Lot 6 increased from 12 to 20

### PAID ON-STREET INVENTORY

- Bank Street – 1 paid space added in the Glebe with the removal of a vendor space
- Nicholas Street – 4 paid spaces added due to removal of bus lane / lay-by

- Queen Street – 2 paid spaces removed due to addition of vendor spaces between Bank Street and Kent Street
- O'Connor Street – 1 paid space removed due to addition of vendor space between Albert Street and Slater Street
- Metcalfe Street – 2 paid spaces added due to removal of loading zone between Gloucester Street and Nepean Street
- Kent Street – 1 paid space removed due to addition of vendor space between Laurier Street and Slater Street
- Somerset Street – 1 paid space removed due to creation of loading zone between Lyon Street and Kent Street
- Various – 5 paid spaces added due to re-measurements and other roadway modifications

## ON-STREET PAID PARKING INVENTORY

### ALL LOCATIONS

| Area                                 | Parking Spaces | Hourly Rate (weekday)      |
|--------------------------------------|----------------|----------------------------|
| ByWard Market & Downtown Rideau      | 805            | \$3.00                     |
| CentrepoinTE                         | 158            | \$3.00                     |
| Centretown <sup>1</sup>              | 1342           | \$3.00                     |
| Chinatown <sup>2</sup>               | 147            | \$3.00                     |
| Civic Hospital                       | 60             | \$3.00                     |
| Downtown <sup>3</sup>                | 313            | \$3.00                     |
| Glebe                                | 211            | \$3.00                     |
| Holland Cross                        | 84             | \$3.00                     |
| King Edward                          | 16             | \$3.00                     |
| Preston & Booth Street Complex       | 305            | \$3.00/\$1.50 <sup>4</sup> |
| Rideau east of King Edward           | 121            | \$1.50                     |
| Sanford Fleming & Terminal           | 73             | \$1.50                     |
| Vanier                               | 78             | \$2.00                     |
| War Museum (Wellington Street)       | 122            | \$3.00                     |
| Tour bus parking (various locations) | 27             | \$4.50                     |

<sup>1</sup> The area south of, and including, Gloucester Street, west of the Rideau Canal, north of the Queensway and east of Bay Street.

<sup>2</sup> Somerset Street from Preston Street to Bay Street, including side streets.

<sup>3</sup> The area north of Gloucester Street, and east of Bronson Street to the Rideau Canal.

<sup>4</sup> Reduced rate is in effect for spaces in this area on Rochester Street, Booth Street, Norman Street and Daniel McCann Street.

## OFF-STREET PAID PARKING INVENTORY

### PARKING GARAGES

| #  | Garage                          | Parking Spaces | Accessible Spaces | Hourly Rate (weekday day) |
|----|---------------------------------|----------------|-------------------|---------------------------|
| 3  | 210 Gloucester Street           | 212            | 7                 | \$4.00                    |
| 4  | ByWard (70 Clarence Street)     | 289            | 6                 | \$3.00                    |
| 5  | Dalhousie (141 Clarence Street) | 461            | 6                 | \$2.50                    |
| 6  | City Hall (110 Laurier Avenue)  | 847            | 20                | \$4.00                    |
| 8  | Glebe (170 Second Avenue)       | 144            | 7                 | \$2.50                    |
| 12 | 760 Somerset Street             | 19             | 1                 | \$2.00                    |

### PARKING LOTS

| #  | Lot                   | Parking Spaces | Accessible Spaces | Hourly Rate (weekday day) |
|----|-----------------------|----------------|-------------------|---------------------------|
| 9  | 234-250 Slater Street | 65             | 1                 | \$5.00                    |
| 10 | 574 Bank Street       | 19             | 1                 | \$3.00                    |
| 11 | 687 Somerset Street   | 46             | 2                 | \$2.50                    |
| 13 | Parkdale Market       | 20             | 1                 | \$1.50                    |
| 14 | 301 Preston Street    | 60             | 3                 | \$2.00                    |
| 18 | 422 Slater Street     | 10             | 1                 | \$3.00                    |
| 19 | 474 Elgin Street      | 20             | 1                 | \$5.00                    |
| 20 | 400 North River Road  | 79             | 4                 | \$2.50                    |
| 22 | 283 Cyr Avenue        | 25             | 2                 | \$1.00                    |
| 23 | 2950 Riverside Drive  | 186            | 3                 | \$1.50                    |
| 30 | 795 Trim Road         | 274            | 3                 | \$1.00                    |