

<b>TO:</b>	<b>CHAIR AND MEMBERS CIVIC WORKS COMMITTEE MEETING ON JUNE 7, 2017</b>
<b>FROM:</b>	<b>GEORGE KOTSIFAS, P.ENG. MANAGING DIRECTOR DEVELOPMENT AND COMPLIANCE SERVICES AND CHIEF BUILDING OFFICIAL  and  KELLY SCHERR, P.ENG. MBA, FEC MANAGING DIRECTOR, ENVIRONMENTAL &amp; ENGINEERING SERVICES AND CITY ENGINEER</b>
<b>SUBJECT:</b>	<b>OVERNIGHT PARKING 2016/2017 EXPERIENCE</b>

<b>RECOMMENDATION</b>
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That, on the recommendation of the Managing Director, Development and Compliance Services and Chief Building Official and the Managing Director, Environmental & Engineering Services and City Engineer the following actions **BE TAKEN**:

- a) Civic Administration **BE DIRECTED** to continue the existing overnight parking program which commenced in September 2016; and
- b) Information on the overnight parking pass experience and possible future paid parking permits **BE RECEIVED**.

<b>PREVIOUS REPORTS PERTINENT TO THIS MATTER</b>
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Numerous reports have been submitted since 2001 on this subject. During 2016 three reports were submitted:

- 1. January 5<sup>th</sup>, 2016: Civic Works Committee, [Overnight Parking Update](#); and
- 2. June 8<sup>th</sup>, 2016: Civic Works Committee, [Overnight Parking 2016 and Beyond](#).
- 3. July 18th, 2016: Civic Works Committee Overnight Parking Pass Program.

<b>BACKGROUND</b>
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In June 2016 staff presented seven overnight parking options for consideration. The recommended option would allow overnight parking between Labour Day and Victoria Day weekend and up to 15 free occurrences per plate at all other times. A \$15,000 investment in a public education campaign was initiated and no changes to signage or meters were required. Council approved the staff recommended option and directed staff to report back in 2017 on the experience. This report will highlight the effect on operations, financial implications, staff resources and the overall program results.

*On June 14<sup>th</sup>, 2016, Municipal Council directed staff as follows:*

*That, on the recommendation of the Managing Director, Development and Compliance Services and Chief Building Official and the Managing Director, Environmental and Engineering Services and City Engineer, the following actions be taken with respect to overnight parking for 2016 and beyond:*

- a) *the Civic Administration BE DIRECTED to take the necessary actions to implement Option 5 – Permit personal vehicles to park on permitted City streets Victoria Day to Labour Day and after Labour Day to Victoria Day with a free pass limited to 15 occurrences per plate except when prohibited as described in Appendix “A”;*
- b) *the Civic Administration BE DIRECTED to report back to amend PS-111 effective Labour*

Day 2016 if required; and,

- c) the Civic Administration BE DIRECTED to report back in the Spring of 2017 with respect to the 2016 winter parking experience including the impacts on other service areas as well as exploring overnight paid permit parking for 2017 and beyond. (2016-T02)

On July 26<sup>th</sup>, 2016, Municipal Council directed staff as follows:

That, on the recommendation of the Managing Director, Environmental and Engineering Services and City Engineer, the proposed by-laws appended to the staff report dated July 18, 2016 as Appendices "A" and "B", BE INTRODUCED at the Municipal Council meeting to be held on July 26, 2016 with respect to the Overnight Parking Pass Program. (2016-T02).

## DISCUSSION

On September 1<sup>st</sup>, 2016 new parking technology became operational providing opportunities to change and improve parking services including an overnight parking pass module and paid permit options.

Prior to 2009 overnight parking was prohibited on all City streets. Subsequently overnight parking of personal vehicles was permitted on most City streets between Victoria Day weekend and Labour Day weekend then prohibited the remainder of the year. Questions have often been posed to elected officials and staff as to why parking on the street could not be expanded or managed differently. The challenge was always how to restrict overnight parking on the roadway so as not to interfere with winter operations and not adversely affect neighbourhoods by creating permanent onstreet parking spaces. Many residents believe unlimited onstreet parking becomes a nuisance and detracts from neighbourhood enjoyment and may even pose safety risks.

The new technology allows for the passes to be available to the motoring public when the City determines it to be appropriate and when circumstances arise such as inclement weather (snow, wind/ice storm, severe weather etc) the technology can be disabled so the passes are not available. The system can be configured to prevent passes from being issued to assist with weather forecasting (i.e. between November 1<sup>st</sup> and April 15<sup>th</sup> no more than 48 hours in advance). When passes are not available (due to inclement weather), information is posted on the City's website as well as via social media. In addition, if the event the City needs to cancel passes that were already issued, an email alert notification directly informs those who applied for a pass in advance that the pass is null and void.

Starting in August 2016 a public education campaign was initiated through the Communications Division. City tools including our website London.ca, social media posts and the e-newsletter *Our City* were complemented with outreach through local media and an advertising campaign, these include; newspaper, transit shelters, online/websites and a video. Immediately following the launch Parking Services started receiving requests for more information with positive feedback. Residents advised they appreciated more flexibility and most commented they were pleased that there was a limit. Some expressed 15 occurrences may be too many while others requested more.

15 times  
From Labour Day to Victoria Day with pass  
Passes are FREE and available online  
[london.ca/overnightparking](http://london.ca/overnightparking)  
London

980 LK SPORTS

23° PARTLY SUNNY. MILD.

LISTEN LIVE

TRAFFIC WEATHER SHOWS EVENTS CONTESTS

SIGN IN

Commencing September 1<sup>st</sup> free passes became available and during the first week vehicles parked between 3 am and 5 am without a pass were issued a warning ticket with no fine value. The ability to issue warning tickets is also a feature within the new technology. The notes on the warning ticket indicated that no overnight parking pass was issued. The vehicle owner would contact Parking Services staff which would then explain the new pass system to prevent further violations. This practice and feedback was very positive. Over 350 warnings were issued during the first week and over 1900 free passes requested. Year to date, over 48,100 overnight parking passes were issued between September 1, 2016 and Victoria Day Long Weekend.

Staff within Parking Services and Winter Operations were in regular contact to determine when overnight parking passes should be disabled and when the system could be reinstated. Snow accumulation this winter was below normal and the system was only disabled 3 times for approximately 4 – 5 days each occurrence. Initially the email alert to those who had registered for a pass in advance was not functional, however, this was rectified through the vendor. During the first winter occurrence Parking Services staff made contact with each registered customer directly and they were very understanding that parking on-street overnight was prohibited and why.

Enforcement Officers continued to enforce violations where vehicles were parked on the street without a valid pass. The difference between the past and this year was that Parking Services staff could now offer the customer an alternative. The customer was pleased to learn they could request a free pass, weather permitting, in the future. Schedule “A” shows overnight parking ticket statistics as well as all violations. It is expected that the overnight parking ticket totals should continue to decrease as the public becomes more aware of the technology.

Implementation of an overnight paid parking permit is not being recommended at this time until it is determined what the resource implications will be. The free pass program did require staff resources however these were able to be absorbed within the existing complement due to technology enhancements.

Winter operations advised no additional resources were required due to the overnight parking passes. Existing management staff monitored weather 24/7 and advised Parking Services when to prohibit parking. Although this did require an additional time commitment in the off hours, it seemed to be the only way to initiate the process in the absence of an automated process.

## Overnight Parking Pass



City of London

Overnight Parking Passes  
Between Labour Day and Victoria Day weekend you can now park your personal vehicle on most City of London streets overnight with a free electronic parking pass. There is a limit of 15 passes per license plate which may be requested during that timeframe. Please note that parking passes do not apply to streets which are posted with No Parking or No Parking 3AM-5AM Signage. Passes for multiple days and/or multiple licence plates may be obtained with one submission. In order to be eligible for a pass, a vehicle must bear a valid licence plate validation sticker and passes cannot be issued retroactively.



Between November 1st and April 15th passes will not be issued more than 48 hours in advance due to the possibility of inclement weather.

All other parking restrictions remain in effect, including prohibited parking and stopping areas, fire routes and the requirement to remove all vehicles from the street during snow clearing operations. All other parking restrictions are required to be adhered to.

Passes Not Applicable  
Overnight parking passes do not apply to commercial, oversized, inoperable or unlicensed vehicles, boats or trailers and are exclusively for personal vehicles.

Restricting, Revoking or Cancelling of Overnight Parking Pass  
The City of London reserves the right to restrict the issuance of overnight parking passes for reasons such as weather or other operational reasons. A permit may be revoked or cancelled when it is necessary to ensure public safety, for operational purposes, when it was obtained through the submission of false, misleading or fraudulent information, or when the vehicle in respect of which the permit was issued has an expired validation sticker.

Please note that there are four steps to obtaining an overnight parking pass. This is Step 1. At the conclusion of the process, you will receive a confirmation number to indicate your request has been received. There is nothing to print or place in your vehicle. Please include your email address so we may contact you if required. If you are having difficulty or need clarification regarding the parking pass process or on line registration, please contact the City of London Parking Office Mon-Fri 8:30 AM - 4:15 PM at 519-661-4537 or parkingenforcement@london.ca for assistance.

Notice of Collection of Personal Information  
The personal information collected in this process is collected under the authority of the Traffic & Parking By-law PS-111 and will be used to manage overnight parking passes including contacting the pass holder. Questions about this collection of information should be addressed to the Manager of Municipal Law Enforcement Services at 824 Dundas Street, London, ON N6A 4L6. Tel: 519-661-4537.

I agree that I am not registering a commercial, oversized, inoperable or unlicensed vehicle or trailer.

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# Overnight Parking Pass



City of London

## Step 2 of 4

### Apply Overnight Parking Pass



You must complete the required fields before proceeding with your Overnight Parking Pass request. \* Indicates required field.

Name: *	<input type="text"/>
Address: *	<input type="text"/>
Telephone: *	<input type="text"/>
Confirmation Email:	<input type="text"/>
Purpose:	<input type="text" value="General"/>
Start Date: *	<input type="text" value="2017-01-05"/>
# of Day: *	<input type="text" value="1"/>

#### Vehicle Information

Plate 1 *	<input type="text"/>	Province/State	<input type="text"/>
Plate 2	<input type="text"/>	Province/State	<input type="text"/>
Plate 3	<input type="text"/>	Province/State	<input type="text"/>
Plate 4	<input type="text"/>	Province/State	<input type="text"/>
Plate 5	<input type="text"/>	Province/State	<input type="text"/>

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## FINANCIAL IMPACT

The public education campaign cost approximately \$15,000 and was absorbed within the Parking Services budget.

Since September 1<sup>st</sup> 2016, when the program was introduced parking ticket issuance for 3 am to 5 am has remained fairly consistent (see Appendix "A"). Projections of parking ticket revenue are expected to decline as the motoring public become more familiar with the overnight parking program to apply for a pass to leave their vehicle on street overnight.

## CONCLUSION

It is recommended to continue the existing program, as implemented in September 2016. The public are increasingly becoming more familiar with the program and Parking Services is able to manage the program with existing resources. No changes to signage or meter stickers are required. The program proved to be very popular with over 48,100 passes issued to 12,629 vehicles with an average of 3.8 passes per plate issued. Parking Services will work with the Communications Division again this year to promote the system's use.

<b>ACKNOWLEDGEMENT</b>
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This report was prepared by Annette Drost, Manager of Municipal Law Enforcement Services with assistance by staff from several areas including Roads and Transportation, Winter Operations, Communications Division, Information Technology Services and Finance.

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<b>RECOMMENDED BY:</b>	<b>RECOMMENDED BY:</b>
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## Appendix "A"