

TO:	CHAIR AND MEMBERS CIVIC WORKS COMMITTEE MEETING ON JUNE 19, 2018
FROM:	KELLY SCHERR, P. ENG., MBA, FEC MANAGING DIRECTOR, ENVIRONMENTAL & ENGINEERING SERVICES AND CITY ENGINEER
SUBJECT:	PARKING REGULATION SURVEYS

RECOMMENDATION

That on the recommendation of the Managing Director, Environmental & Engineering Services and City Engineer, the following **BE APPROVED**:

- a) that Civic Administration **BE DIRECTED** to develop an administrative process for non-safety related parking regulation changes based on the following:
 - i. 25% (or greater) of the property owners support a review of the parking regulations on their street; and
 - ii. 51% (or greater) of the property owners support the parking regulation change.

- b) that Civic Administration **BE DIRECTED** to amended the current Residential Parking Pass Program administrative process to reflect the following:
 - i. 25% (or greater) of the property owners support a review of the parking regulations on their street; and
 - ii. 51% (or greater) of the property owners support the parking regulation change.

2015-19 STRATEGIC PLAN

The following report supports the Strategic Plan through the strategic focus area of **Building a Sustainable City** by improving travel by managing congestion and increasing roadway safety London’s neighbourhoods.

CONTEXT

At its March 27th, 2018 meeting, Municipal Council approved the following resolution:

“that the Managing Director, Environmental and Engineering Services and City Engineer **BE REQUESTED** to review and report back on the policy governing responses to surveys pertaining to the Traffic and Parking By-law”.

Parking regulations on city streets are generally set based on safety needs or if there is support from the abutting residents. City staff may identify safety issues or concerned residents may bring them to the attention of city staff. The necessary parking regulation

changes to address safety issues are recommended to Municipal Council as part of a routine Traffic and Parking By-law Amendment report. The abutting property owners are notified of the pending change. The following report address non-safety related parking regulation change requests.

BACKGROUND

The following outlines the current process regarding non-safety related parking regulation changes:

Current Process for Non-Safety Related Parking Regulation Changes

Step 1

Non-safety related parking issues are usually brought to the city's attention by a concerned resident. City staff will communicate with the requestor to better understand the concern(s) and various options are discussed. City staff initially try to address the concern(s) without changing the parking regulations. This may be achieved through enforcement of existing regulations or through education.

Step 2

If a parking regulation change is requested, then a mail-back survey is prepared explaining the proposed change, why the change is proposed and the possible impact of the change.

Step 3

Property owners are typically provided three weeks to respond to the survey; however, additional time may be provided if the survey was sent out during a holiday period. It should be noted that the results of the survey are not compiled until a minimum of one week after the due date to address any mail delivery delays. Property owners may also provide their response to the survey via email or facsimile; however, only one response is allowed per property.

Step 4

A summary of all survey responses is prepared along with a tally of the results along with an assessment of any comments that were provided. As part of the review, staff look to see that at least 50% of the property owners responded to the survey and that a clear majority of the respondents support the change before a parking regulation change is recommended to Council. For most surveys, a clear majority is a minimum support rate of 60%; however, staff may proceed with a lower support rate depending on the specific circumstances of the survey (e.g. small surveys). A review of the response distribution may be done to see if there are pockets of support/opposition or if they are spread out along the street.

Step 5

A letter is sent to all property owners advising them of the outcome of the survey. If there is support for the parking change, the property owners are advised that the change require Council's approval.

The following is a summary of the parking surveys that were issued in the last three years:

- 129 parking regulation change surveys
- 4,390 survey letters
- Average response rate of 50%
- On average the responses are split 50/50
- 29 (22%) of the surveys had sufficient support to proceed with the parking change
 - For the 29 successful surveys the average support rate was 69%

Other Surveys

Civic Administration undertake other types of surveys to measure the support for initiatives. The following table summarizes a few of these surveys, from least restrictive on the left to the most restrictive on the right and provides a comparison to the current parking survey process:

	Current Parking Surveys	Residential Parking Pass ⁽¹⁾	Traffic Calming ⁽²⁾	Local Improvement ^(1,2)
	← Least Restrictive Most Restrictive →			
Response Rate	50%	50%	N/A	N/A
Required Support Rate	60% ⁽³⁾	67% ⁽³⁾	51%	67%

Notes:

1. Program requires the surveyed property owners to be partially or fully financially responsible for the delivery of the program.
2. Program requires a significant expenditure by the city.
3. The required support rate is calculated based on the number of responses to the survey.

The current process has worked reasonably for evaluating non-safety related parking regulation changes; however, there are times when property owners are not satisfied with the outcome. Supporters of the parking change may want the support rate to be a simple majority or those opposing the change may suggest a higher support rate is needed.

There are two areas of the current process for non-safety related parking survey process that have resulted in concerns from the public and Municipal Council:

1. Concern has been expressed that the city should not be changing the parking regulations based on the request of one individual. This is supported by the results of the survey since 78% of the surveys do not result in any changes.

To address this issue it is recommended that an initiation process, similar to the Traffic Calming Program, be implemented for non-safety parking changes. This would require a petition or other means of written support from a least 25% of the

impacted property owners. This would help ensure that there is a desired from the property owners to make a change and it would help reduce the number of unnecessary survey requests.

2. The current process calculates the support rate based on those property owners who responded to the survey. If the percentage of property owners responding to the survey is low then a small number of property owners can have an impact on the remaining property owners (e.g. 50% response rate X 60% support rate = 30% of property owners voting yes).

To mitigate this concern it is recommended that the support rate for non-safety related parking changes be increased to 51% of all property owners supporting the change. This will ensure that non-safety related parking changes occur only when the majority of property owners support the change.

CONCLUSION

The following is a summary of the recommended changes for non-safety related parking regulation changes:

Initiation of Process	Min. 25% of property owners support a review of the parking changes on their street
Support Rate for Changes	Min. 51% of all property owners

It should be noted that for consistency purposes, the same evaluation criteria should also be applied to the Residential Parking Pass Program.

This report was prepared with support from Doug Bolton of the Roadway Lighting & Traffic Control Division.

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