

Parking

Led by: Director of Mobility

Service Description

The Parking Service facilitates parking and innovative use of space including patios for businesses and communities to benefit Calgarians. This is achieved by providing paid and timed parking and loading, the enforcement of The City's parking policies and bylaws, administration of permitted parking, and space management for special events and seasonal activities. The mission is to contribute to vibrant, safe and accessible communities by managing and administering parking resources.

The Parking Service is self-supported and generates a revenue stream that allows for reinvestment in communities, business areas and other Council priorities.

Service Updates

Highlights

With official integration into The City of Calgary, Calgary Parking continues to enhance service delivery to Calgarians and has completed major transitional elements to reduce the overall cost of the parking service including:

- Commencing fleet electrification research to transition to fully electric vehicles as part of the five to 10-year plan.
- Aligning energy-efficient fleet objectives with Calgary's Climate Program and The City's Green Fleet Strategy to improve efficiency and reduce carbon footprints.
- Implementing Council policy changes for the RPP Program, including launching the Market Permit and Low-Income Market Permit.
- Engaging with Community Associations and Business Improvement Areas to improve parking management and better meet their needs.

Integration has also improved collaboration with other workgroups to provide enforcement for the Spring Clean-Up Program and exploring other initiatives such as increasing seasonal capacity for bike parking.

Challenges

Through service delivery, the parking service has encountered challenges related to aging information technology systems and increasing expectations by various groups for service support without compensation. Implementation of changes to the Residential Parking Permit (RPP) Program are also being rolled out over an extended transition period, which lengthens the time to achieve full cost recovery of the program.



Measuring Our Performance

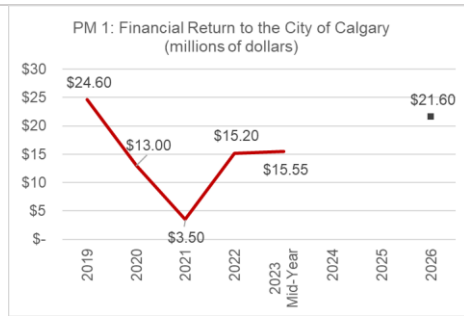
Legend

- Actuals
- Expected Future Performance
- Progressing as planned
- ⊖ Not progressing as planned

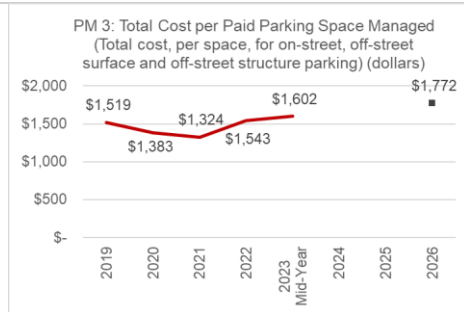
Performance Measures

Story behind the numbers

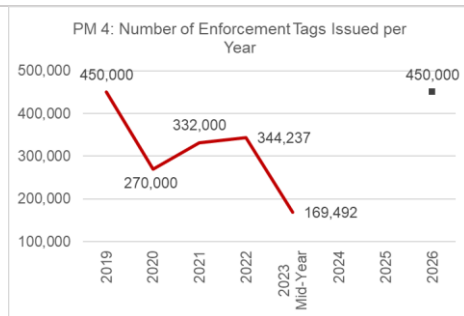
Status



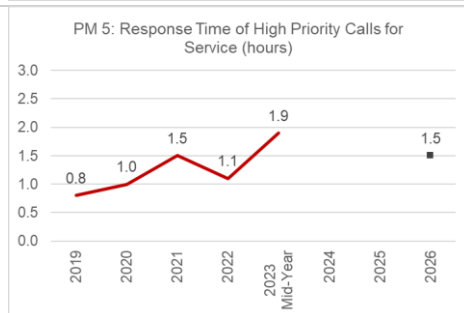
The estimated financial return to the City of Calgary in 2023 is based on the formula formerly used by the Calgary Parking Authority. This formula is in the process of being updated and may change before the end of 2023. The returns, as calculated, are still below pre-pandemic levels but are higher than the previous three years and are 23 per cent higher than the 2023 budgeted return.



The 2023 projected cost per stall has increased primarily due to higher salary and wages in union positions after integration with The City of Calgary's unions. Additionally, due to increased parking activity in 2023, several costs that vary with demand are higher such as credit card processing fees, towing expenses, utilities, repairs and maintenance.



The pandemic substantially impacted parking ticket issuance with reduced enforcement tags in 2020 and in 2021 due to changes in parking behaviour and health restrictions. In 2022, the number of tags issued started to trend towards pre-pandemic levels. Aligning with projections, the 2023 mid-year enforcement tag numbers are tracking above 2022, because of the continued increase in parking demand and employees returning to work.



The average enforcement response time of high priority calls in the first half of 2023 has increased over 2022. This increase can be attributed to a combination of factors, including a shortage of enforcement officers and an increased number of incoming high-priority calls. The service is focused on improving these response times with the goal of supporting public safety, mobility and accessibility for Calgarians.



Note: Not all performance measures were reported on for this report. To see the 2022 data for performance measures, please visit [Service plans and budgets \(calgary.ca\)](https://www.calgary.ca/service-plans-and-budgets). Additional measures that will be included in the 2023 year-end performance report include:

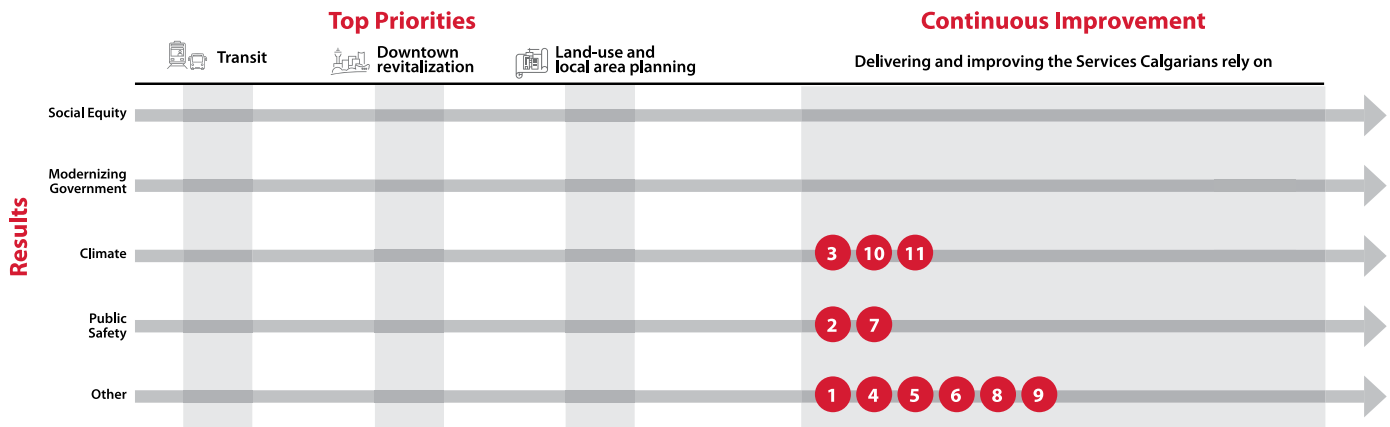
PM 2: Positive Customer Perception (per cent)

Data for this performance measure was from a previous Calgary Parking Authority (CPA) survey. With the integration of the parking service into The City, data from a City of Calgary customer satisfaction survey will be used in the future.








Progress on Service Delivery

Alignment with Council Refined Priorities and Result Areas



Legend Completed Progressing as planned Not progressing as planned Initiative number

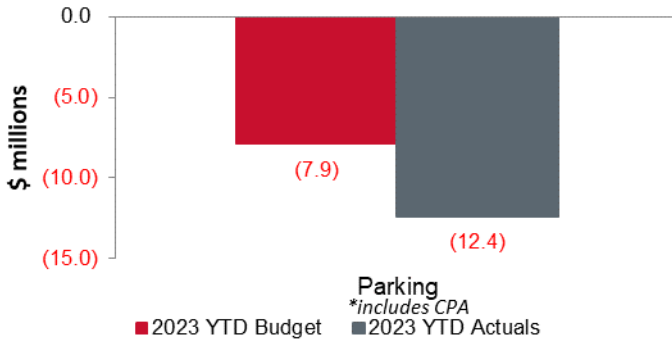
Initiative	Initiative Update	Status
1 Improve positive perception of the Parking Service by facilitating sponsorship and outreach programs where funding is allocated to groups or organizations that have mobility and transportation-related projects.	Calgary Parking initiated a partnership initiative for Business Improvement Areas (BIAs) which included an online survey to understand BIA parking and transportation needs. The service also met with BIAs to provide parking solutions for their respective areas and advise on parking products and services such as event rentals and cross-promotion of BIA events and programs. Calgary Parking is also working with BIAs to revise the Parking Reinvestment Program and enable enhanced consistency regarding contributions.	
2 Deliver awareness of the ParkPlus System, the Traffic and Parking Bylaws to Calgarians by creating opportunities for Parking Safety & Compliance (PS&C) officers to engage with customers and Calgarians in the community.	Parking Safety & Compliance (PS&C) officers increased citizen exposure through involvement in the Mayor's Expo, the "Coffee with a Uniform" community program offered throughout Calgary. PS&C have also collaborated with internal partners and community leaders during major events and festivals, and worked directly with the Calgary Police Service's (CPS) Diversity and Inclusion Team. This increased exposure enabled PS&C to collaborate with the Interdepartmental Events Team, the Joint Encampment Team, the Security Team for the World Petroleum Congress and the CPS Public Safety Working Group.	
3 Decrease operating costs by upgrading to more fuel efficient fleet vehicles.	Potential options have been considered for electrifying the parking operations fleet to a fully electric or battery electric fleet. Calgary Parking has also procured two electric vehicles to pilot this summer to enhance short to mid-term goals of converting all existing Calgary Parking vehicles into an energy-efficient fleet.	
4 Reduce parkade operating costs by upgrading lighting and heating units.	The objective of major capital projects is to improve parking sites and reduce operating costs by 8-10 per cent. The Parking Operations Team is collaborating with the Streetlights Team to retrofit all surface parking lots to energy-efficient Light-Emitting Diode (LED) lighting. In June 2023, LED upgrades were successfully completed in Parking Lot 7.	
5 Increase revenue through the Flex Pass program and other new products.	Off-street parking revenue is up by 40 per cent in comparison to the previous year. This increase in revenue is directly related to quarterly promotions, including app-only promotions, and marketing Calgary Parking products, such as Flex Pass and MyParking App.	
6 Allow for a better understanding of business recovery by developing Key Performance Indices (KPIs) focused on gross revenue and net revenue.	Calgary Parking service performance indicators are monitored and tracked, with the goal of developing and enhancing metrics that reflect the value-added approach of the service.	

Initiative	Initiative Update	Status
7	<p>Maintain and operate safe facilities for customers, and increase efficiencies and reduce operational costs, by supporting the lifecycle and asset strategy, focusing on upgrading infrastructure (mechanical, electrical).</p>	
8	<p>Support and maintain the City's License Plate Recognition (LPR) enforcement capabilities by replacing aging technology, including mobile and/or vehicle License Plate Recognition equipment, and fixed facility-based License Plate Recognition equipment currently in use.</p> <p>Through technology development, modernizing services and continuous improvement, capabilities, such as the ability to recognize license plates, promotes service delivery and enables service efficiency.</p> <p>Procurement processes are in progress for The City's License Plate Recognition (LPR) enforcement capabilities.</p>	
9	<p>Enhance user experience, data security, operation stability, reduce technology maintenance cost, provide faster responses to stakeholder needs and the industry's changing requests, and add new features and flexibility to integrate with third party applications, by enabling, supporting, and automating Calgary Parking Authority (CPA) parking management operation to support the lifecycle management of software solutions.</p> <p>Enabling optimal parking service user experience occurs through continually improving a variety of parking service components including data security, operation stability, use of modernized technology, reduced maintenance costs, and other elements.</p> <p>The parking service conducted security testing on its technology systems and implemented critical security updates. License Plate Recognition (LPR) cameras have also been installed at Calgary Zoo's west lot to enhance enforcement and user experience, with additional LPR activity occurring in other locations.</p>	
10	<p>Increase the number of Electric Vehicle charging stations in City-owned parkades in the short-term, and assess utilization demand and increase capacity as we advance.</p> <p>Calgary Parking has retained a consultant regarding the scope of work associated with the feasibility and strategic plan for City-owned parkade facilities. The scope of work includes investigating multiple types of electric vehicle chargers and determining success criteria for electric vehicle charging station implementation.</p>	
11	<p>Install Electric Vehicle charging stations on-street by working with the Calgary Sustainability team to assess demand and feasibility.</p> <p>Calgary Parking Policies are being updated to allow for on-street electric vehicle charging. This update is scheduled to go to City Council for approval in September 2023. The Parking Operations Team has selected potential on-street locations for Level 2 or Level 3 on-street charging infrastructure.</p>	



Service Updates on Financial Performance

Net Operating Budget and Actuals as of June 30, 2023

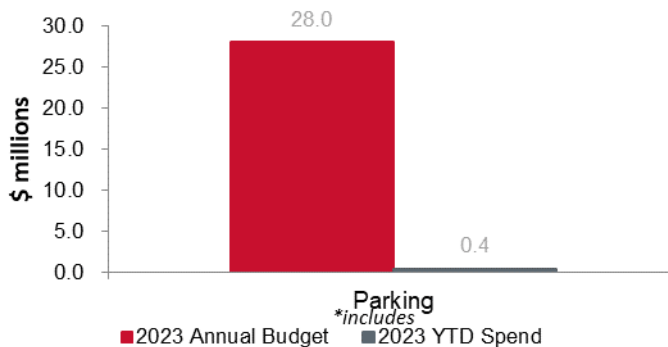


Operating Budget Updates - 2023 YTD net operating budget vs actuals:

The Parking service's net income is \$4.5 million favorable. Revenue had a favourable variance of \$1.4 million and has largely recovered from the pandemic but is stabilizing at lower than pre-pandemic levels. 2023 has seen an average of 83 per cent of pre-pandemic revenues, which demonstrates a potential long-term impact on parking demand as work from home and hybrid work arrangements become more common. To capture parking demand as it returned, the service leveraged its technology advantage to offer flexible parking options that were highly successful and will continue to look for similar opportunities.

Expenses were \$2.6 million favourable, primarily due to a temporary variance in salaries and benefits, which will reverse later in 2023. Enabling services (Finance, IT & HR) were originally budgeted under the service prior to integration into The City of Calgary, while actual expenses have been recorded under the respective enabling City workgroups post-integration.

Capital Budget and Spend as of June 30, 2023



Capital Budget Updates - 2023 total capital budget vs 2023 YTD spend:

With the Calgary Parking Authority's integration into The City of Calgary in December 2022, majority of the capital budget for 2023 was deferred until a long-term asset management plan was completed and projects were reviewed for alignment with the Mobility business unit's long-term objectives. As a result, most of the budgeted amounts were not spent in first half of 2023. The deferral is expected to be temporary.