



# Residential Parking Permit Review

Summary report: What we Heard (Phase two)

August 1, 2019

## What we asked and what we heard

All of the themes from phase one were reviewed to frame the engagement in phase two. Each theme had three to five corresponding policy options that could address the concern(s). We asked you to select which options you felt would improve the experiences for each of the themes. Your preferences to address each were:

Identified concern	Preferred policy option to address the concern
Residential on-site parking	<ol style="list-style-type: none"> <li>1. Allocate two permits per single family dwelling at no cost with the option to purchase more (multi-family dwellings are not included)</li> <li>2. Cap the total number of permits at two (2) per residence with no eligibility to purchase more</li> </ol>
RPP restrictions near major generators (ie. Universities, LRT stations, hospitals, etc.) <b>and</b> RPP restrictions are viewed as exclusive	<ol style="list-style-type: none"> <li>1. No change to current visitor permit - residences can apply for up to two (2) visitor permits in an RPP zone at no cost. These can be used for any visitor to the home.</li> </ol>
Businesses that visit homes	<ol style="list-style-type: none"> <li>1. Develop a customized permit system for service companies visiting a home</li> <li>2. No change to current visitor permit - residences can apply for up to two (2) visitor permits in an RPP zone at no cost. These can be used for any visitor to the home.</li> </ol>
Eligibility for multi-family households	<ol style="list-style-type: none"> <li>1. No change to current policy - households that are 4 stories and higher would not be eligible for residence or visitor permits in RPP zones</li> <li>2. Allow residences eligibility no matter the household type and only allow eligibility in the case where there is no available (existing) on-site parking</li> </ol>
Range of zone restrictions, including hourly, paid and unpaid	<ol style="list-style-type: none"> <li>1. No change to current policy - residents living in RPP zones do not have to pay extra to receive resident and visitor permits and these costs are covered through property taxes</li> </ol>
Commercial and residential interface	<ol style="list-style-type: none"> <li>1. No change to current policy - residents and their visitors are prioritized over parking for business purposes</li> <li>2. Increase the amount of hourly parking for visitors within an RPP zone</li> </ol>
In-zone commuting	<ol style="list-style-type: none"> <li>1. No change to current policy - no restrictions for in-zone commuting</li> <li>2. Divide large zones into smaller ones to manage in-zone commuting potential</li> </ol>

There were about 1200 participants that responded through in-person and online engagement. All comments are reviewed to summarize the reasons identified in the next chart. The most common reasons why the preferred policy options were selected were:



Reason	More details
<b>General support</b> for the option selected	General agreement with the option selected or emphasis on part of the option, including choosing 'no change' and identifying that the topic isn't a problem or is actually a benefit
Providing a specific <b>suggestion or recommendation</b>	Changes to fees or fee structures, changes to daily time limits of short stay parking or to hourly time limits of the parking itself, and distances of parking near home or within zone.
Desire for a <b>fair or equitable</b> system	Includes desire for a fair and equitable system, concerns of abuse of the system, cost balance, inclusion and exclusion within and between RPP zones, and general comments about parking fairness. Also includes concerns about tax-payment as a measure of fairness of who should be able to park on-street
<b>Enforcement</b>	Includes suggestions that the previous paper-based system was easier to enforce or was better in general, desire to see more enforcement, the importance of good, active enforcement, enforcement is critical to the success of the RPP program
<b>Proximity and access</b>	Priority of close proximity to the residence is important for access, high use of street parking hinders proximity, specific examples of overcrowding causes, or examples of people who need access or when proximity is most important
Preferences for <b>paid or for unpaid parking</b> solutions	A near equal amount of comments reflected the desire to have: <ul style="list-style-type: none"> <li>• more unpaid parking options</li> <li>• more paid parking options</li> </ul>
<b>Number of parking permits</b> ( <i>most often mentioned related to the first three topics</i> )	Concerns were, in almost equal numbers, that: <ul style="list-style-type: none"> <li>• Two visitor passes is not enough</li> <li>• One or two passes is enough or more than enough</li> </ul>
<b>Consider area-specific needs &amp; review zones</b>	Different problems exist for different zones, some solutions would work in some zones and not others, need to review parking conditions and restrictions in zones and adjust appropriately. Also comments about some zones being unnecessary, underused or with time restrictions that weren't helpful.
<b>No street parking</b> should be allowed	Doesn't support subsidized parking (including the need to inform people that they shouldn't expect to or be able to store a private vehicle on a public street for free), don't support having RPP zones, don't want any street parking whatsoever, need to ensure on-site parking is used
<b>Need more on-site parking</b> and The City has a role to regulate this	Concerns that infills or multi-family residential don't have enough on-site parking and The City should enforce this at the land-use stage. Places like businesses, events or major generators (like hospitals, universities and LRT stations) need to have enough on-site parking so their guests/visitors/staff/customers don't need to park on the street, the on-site parking can't be so expensive that people can't afford to pay it and park on the street, The City needs to ensure there is enough on-site parking through regulations, licenses, etc.
<b>Education</b> on policy and rules	Need to get more education on the policy, asking specific questions about the policy or parking



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**Other** ideas why an option was selected

- Identifying a trade-off (both a pro and a con; or different people who would benefit or not benefit from option)
- Preferred as the most simple, convenient, cost-effective, flexible or has the least negative impact
- Reducing car use or improving transit or other transportation types
- Street parking can impact safety (for any road/sidewalk users)
- Problem with the survey or question
- General concern about parking in Calgary or other City service
- Sharing a specific example of the challenge or solution
- Thought no option best addressed the topic
- Problems with registering visitors in online system or registering for permit

For a detailed summary of the input that was provided, including all verbatim input, please see the full engagement report back and the verbatim report at [Calgary.ca/rpp](http://Calgary.ca/rpp)

## Engagement overview

Feedback, along with technical expertise, was used to create possible changes to the policy. In this phase, we provided 3-5 options that could address concerns that we heard in phase one (December 2018 – January 2019).

In this phase, we conducted in-person and online engagement opportunities. These were:

- In-person - Open Houses June 18 (evening), and June 22 (morning)
- Online engagement from June 12 - June 26, 2019

A variety of grassroots marketing and paid advertising tactics were used to generate awareness of the engagement opportunities and encourage participation. They included The City's social media channels, emails to targeted groups to share through their communication networks, posters distributed to recreational facilities and leisure centers across the city, a flyer handed out at various events during Seniors' Week, a Facebook ad that had 2,727 clicks through to the engagement page, an ad in various community newsletters, and bold signs in locations near the in-person events.

In addition, over the course of engagement, 120 news stories were shared through a variety of news outlets creating an abundance of awareness about the policy review and its opportunities to provide input.

## Next steps

Your input, along with technical expertise, is being used to develop recommendations that will be presented to the Standing Policy Committee on Transportation & Transit in Fall 2019 and then Council early 2020. For updates on dates of these presentations and the full What we Heard report, please visit [Calgary.ca/rpp](http://Calgary.ca/rpp).