

## On-Street Parking Program Consultation Summary (Area C)

This document contains a summary of the consultation process, feedback, and information provided to residents, stakeholders, and other interested parties pertaining to the implementation of an on-street parking program for a portion of the Inner Harbour neighbourhood. More information about the general on-street parking program along with supporting information for the Inner Harbour (Area C) neighbourhood can be found at the project website at the following link: [On-Street Parking Program - City of Kingston](#)

### Consultation Methods and Timeline:

As part of the implementation process for the on-street parking program (OSPP) for the Inner Harbour, the following consultation has occurred:

	Location/Method	Date
Public Information Session – Overview of Study	Meeting open to public at Rideaucrest Manor	June 6, 2016
Program Overview Report	EITP Committee	June 14, 2016
Resident Questionnaire	Online through City's Website	August – September 2016
Stakeholder Feedback (institutions, employers, schools, etc.)	Email, phone, and in-person	August 2016 – February 2017
Public Information Session - Presentation of Findings	Meeting open to public at Providence Manor	January 11, 2017
Public Information Session - Presentation of Findings	Meeting open to public at Artillery Park Aquatic Centre	January 11, 2017

### Public Information Session / Resident Comments Received (June – August 2016)

Staff held an initial public information session on June 6, 2016. The presentation from this meeting can be found at the following link: [Public Information Session Presentation - June 6, 2016](#)

At this session, the residents that attended raised a number of concerns including:

- the requirement for and associated cost of the residential parking permit;
- the size of the study area;
- the need for this type of program;
- a desire for the provision of overnight parking in the winter;
- a desire for feedback from a broader segment of the residents in the neighbourhood.

To address these concerns, the City:

- Created a website, located at the following link: [On-Street Parking Program - City of Kingston](#), where ongoing information about the project is posted;
- Developed a mailing list of interested residents, organizations and other stakeholders to keep them informed of the project's progress;
- Used an online questionnaire geared to residents to gather more input;
- Committed to a review of the residential parking permit fee in conjunction with the work planned for this neighbourhood;
- Committed to having a follow up information session once the mapping of the area was complete and to present recommendations.

### **Resident Questionnaire Summary (August – September 2016)**

To gather further input from the neighbourhood residents, an online questionnaire was conducted in August and September 2016. The questionnaire asked a number of questions about the way that residents are using on-street parking, concerns over the supply of on-street parking available on their street and surrounding blocks, and sought comment on the need/make-up of the potential OSPP for their neighbourhood. The questionnaire was completed by 110 residents where it was noted that:

- 62% had access to a parking space at their residence;
- 28% identified on-street parking as their only option for their vehicle;
- 44% noted that they have issue finding on-street parking when needed.

When provided details of the potential OSPP for their neighbourhood:

- 50% supported the general concept of the program with many comments indicating that the monthly residential permit rate was too high or should be free;
- 40% felt they might need to obtain an on-street residential permit.

General concerns raised in the questionnaire included:

- The study area was too broad. Residents of the north-western portion of the study area are currently not experiencing parking issues;
- Concern that the program would limit visitors, guests, meetings, and special events;
- Concern that families visiting residents at Providence Manor and Rideaucrest Home would not be able to do so without access to parking;
- Additional enforcement needs to be added to the area.

### **Stakeholder Feedback Summary (August 2016 – March 2017)**

Staff consulted with stakeholders at the local schools, institutions, and businesses to determine how parking was being utilized on-street, particularly for customers and clients that may require short term parking to access their facility. General comments included:

- Designing the time restrictions such that it does not interfere with the pick-up and drop-off times for the local schools, day-care, and Boys and Girls Club site;
- Ensuring that exemptions for special events pertaining to school events could continue;
- Ensuring that exemptions for the on-street parking required for funeral services could continue for the Colborne Street site;
- Providing limited term or metered parking options for customers and clients where possible;
- Requesting exemptions/free permits for volunteers;
- Requesting exemptions for short term programs that run at schools in the morning and afternoon where parents/caregivers park on-street.

Providence Manor expressed a number of concerns about the current on-street parking situation for its residents, families, visitors, and staff that included:

- The need for at least one additional on-street accessible parking space;
- Additional short term parking on the blocks surrounding Providence Manor to allow visitors easier access to make frequent, short visits to the residents of the site;
- Options for family members, particularly spouses and partners, of the residents who may come to visit for longer periods of time to park without restrictions or concern about being ticketed;
- Options for staff members to allow parking during the daytime period without restriction or concern about being ticketed.

### **Public Information Session Comments Received (January – March 2017)**

Staff held a second public information session on January 11, 2017 to present the findings of the residential permit fee review and outline the proposed details for implementing the on-street parking program for the Inner Harbour neighbourhood. A session was also held at Providence Manor on the same day to allow input from the residents at that location. The presentation from these sessions can be found at the following link: [Public Information Session Presentation - January 11, 2017](#)

At these sessions, the residents that attended provided comments around the following themes:

- the need for and goals of the program;
- a desire for an on-street parking option to be available, especially by residents who do not have a parking option or live on a street that currently has restrictions;
- the requirement for and associated cost of the residential parking permit;
- the impact of a residential permit fee on low income residents;
- the impact of time of day restrictions on volunteers and volunteer organizations.

The City received a number of questions at this session and from follow up correspondence with residents of the Inner Harbour. A summary of these questions and the answers provided is included below under the following categories:

- Needs/Goals of the Program;
- Implementation in the Inner Harbour Neighbourhood;
- Residential Permits and Permit Fees;
- Commuter Permits, Permit Fees, and On-Street Metered Parking;
- Parking Exemption Process and Eligibility;
- Program Costs and Revenue;
- Institution, Commercial, Schools and Daycare Parking Needs;
- Monitoring and Enforcement;
- Comparisons with Other Municipalities.

This information has been provided to the all parties on the project mailing list and has been posted to the project website ([On-Street Parking Program - City of Kingston](#)).

## Need / Goals of the Program

### **1. Why is this City making changes to the on-street parking in my neighbourhood?**

On-street parking is dynamic. Demand for parking increases and decreases depending on the housing, commercial areas, and institutions that are in the neighbouring area. When parking in a neighbourhood is unregulated (first come, first served, free) then parkers from outside the neighbourhood may start to use these spaces if it is convenient to shopping, appointments, or their place of work. The City refers to this practice as “spillover parking”.

A certain amount of spillover parking is generally manageable within a neighbourhood, especially if this parking is short term in nature. When longer term parkers, such as commuters, start to utilize too much of the on-street parking, then it begins to affect the ability of the residents, visitors, and short term parkers to access the convenient on-street parking for their needs.

This problem is particularly enhanced when some streets in the neighborhood have parking restrictions and other streets remain unregulated. Long term parkers will seek parking on the unregulated streets creating significant congestion and potential safety concerns on the unregulated blocks. Conversely residents who live on the streets that are regulated may not have access to on-street parking they need or desire. This mix of regulated and unregulated streets is prevalent in the Inner Harbour study area with approximately 50% of the on-street areas already subject to some form of parking restriction.

Based on comments received from residents and monitoring of how the on-street supply is being used, the City implements uniform on-street parking regulations to ensure the correct balance of parkers is maintained. Coupled with the on-street regulations the City also provides a variety of permit and exemption options to help facilitate desired parking.

### **2. What are the goals of the changes that the City is proposing to make to on-street parking regulations?**

When managing the on-street parking areas on residential streets, the City wants to ensure that spaces are available to residents, their visitors, and others that want to park for a short period of time. The City manages the use of on-street parking with regulations that may limit the time of day or length of time that a vehicle can be parked. These regulations apply to all vehicles including residents who live in the area. City streets are a public asset however the City recognizes that residents consider their street and the parking on it to be part of their neighbourhood.

For this reason, the program gives priority to residents and their visitors. Based on the program guidelines, a minimum of 60% of the parking on any given street segment is

reserved for residents and visitors. The time of day restrictions are designed to minimize the impact on residents and a variety of exemptions and permit options are available to facilitate the parking that residents require or desire to have available.

The remaining parking spaces allow the City to take into account existing long standing institutions and commercial areas (such as Providence Manor) that do not have adequate on-site parking available for their needs. To accommodate these needs the City may add pick-up and drop-off areas, loading zones, and provide for a limited number of commuter parking permits. These needs are accommodated within the spaces that are not already allocated for residents and short term parking.

Once new parking regulations are in place the City monitors the occupancy on the street and issues warnings and fines to ensure parkers are abiding by the new regulations. This monitoring occurs regularly and adjustments to the parking regulations are made to address any issues that occur.

### **3. Is this program being considered primarily because commuters are taking up too much on-street parking from residents?**

Certain streets within the area are congested with commuter parkers and the program will address this concern.

Other concerns that have been raised will be addressed with the proposed changes including:

- Lack of short term parking on-street for visitors to schools, Artillery Park, and Providence Manor;
- Confusion about some existing parking regulations that are currently in place;
- Illegal parking in “No Parking” areas that create safety concerns;
- A desire by some residents to be able to park on streets that currently have some form of time restriction.

### **4. What is the City doing to encourage commuters to use the transit system? Will there be a park and ride option?**

The City is making major investments in transit in the Inner Harbour Neighbourhood. There are existing local routes that run along Division, Bagot, and Montreal Streets and an express route was recently added along Division Street. A new express route is planned for Montreal Street in 2018 that will connect to the Park and Ride location at Highway 401. In addition to the routes, the City is upgrading bus stops to include accessible waiting areas with shelters and benches.

## Implementation in the Inner Harbour Neighbourhood

### 5. What kind of restrictions will be put in place on my street?

In residential parking areas, the City uses time of day restrictions that prohibits parking for one hour in the morning (usually 9am-10am or 10am-11am) and for one hour in the afternoon (usually 1pm-2pm or 2pm-3pm). These restrictions are designed to prohibit all day parkers.

Generally once the parking regulations are put in place, the on-street parking areas on a typical street would have the following mix:

- resident vehicles that are parked short term or long term;
- other vehicles (such as visitors, home care workers, contractors, etc.) parked for a short term visit;
- a limited number of all-day parkers that have a parking permit;
- available parking spaces.

### 6. How will parking change on my street after implementation?

It will depend on the street you live on and the current parking regulations that are in place, but generally:

- If you live in an area that is congested with all day parkers more parking spaces will be available for you and visitors to use during the weekday on the streets around your home;
- If you live in an area that does not have an issue with congestion you may notice some additional legal parking in your area but enough spaces will be protected that residents and short term parking will be available.

A map has been provided showing the proposed on-street parking regulations which can be found at this link:

[Proposed On-Street Parking Regulations - Inner Harbour \(Area C\)](#)

### 7. Why does the City use time of day restrictions (1 hour in the morning and 1 hour in the afternoon)? Why doesn't the City use a time limit instead (2 or 3 hour limit)?

A time of day restriction is generally more effective in achieving the goal of removing the all-day parkers from streets in residential areas, while maintaining the greatest amount of flexibility for residents and visitors. Time limits are also more difficult to enforce without the addition of a parking meter.

### 8. Will I still be able to park on my street when I need to?

Yes and there should more parking available for you and your visitors on the streets in the area of your home during the congested weekday parking periods.

No new restrictions are being added to the evening, overnight, weekend, or holiday parking. Outside of the 1 hour morning and 1 hour afternoon weekday restrictions, residents can continue to park in legal parking spaces on their street.

The time of day restrictions are not intended to restrict deliveries or loading/unloading of your vehicles. As an example, you can still stop in front of your house during the time restrictions to pick-up/drop-off people or to bring in groceries.

If you need to regularly park your vehicle on the street during the time restricted periods, then you will need a residential on-street parking permit.

### **9. Will I still be able to have visitors/overnight guests/contractors at my house?**

Yes. Parking without a permit is still available during most times including on the weekend, holidays, overnight, evenings and in the early morning.

If you have a visitor that needs to park during the weekday restricted times, the City provides exemptions for vehicles that do not require regular, on-going parking. This exemption can be requested for visitors or others that need access to parking on-street near your home by calling or emailing the City.

The City also has a variety of contractor permit options that can be made available to contractors completing work on your home.

### **10. How many on-street parking spaces will be available?**

Within the study area, there are estimated to be approximately 1060 parking spaces available, excluding those spaces allocated for metered parking.

The number of parking spaces available on your street will depend on the width of the street, the number of existing driveways, and other municipal uses such as bus stops and fire hydrants. As part of this study, City staff are reviewing the available parking on all of the streets and may be recommending some areas of your street be made “No Parking” to address safety or maintenance issues. Details of the proposed parking can be found here:

[Proposed On-Street Parking Regulations - Inner Harbour \(Area C\)](#)

### **11. Why is the study area so large? I do not have problems with parking on my street right now. Is the proposal to put the restricted daytime parking hours throughout the entirety of the Inner Harbour study area or just the parts of the area that suffer from parking spillover?**

The study area is based on areas that are currently experiencing parking spillover and also on the adjacent areas that these parkers will likely move into if parking regulations are added onto the congested streets.



To ensure that adding regulations in one area does not shift the issue to the adjacent streets, the City looks at areas in a holistic fashion. Experience in previous areas of the City has shown that some parkers may walk upwards of 1.5km from a parking space to their destination if the parking is free. Creating a plan for the entire area allows the City to more quickly address any problematic parking that occurs in adjacent areas and is a best practice that has been developed from previous experience.

That being said, the City is proposing to phase in the changes to the parking regulations, with the initial changes on the streets south of Raglan Road and east of Montreal Street (shown in green on the map below). Adjacent streets (shown in red on the map below) will be monitored and if concerns are raised, the regulations can be installed.



## Residential Permits and Permit Fees

### **12. Why does the City have an on-street parking permit for residents? Why can't residents be exempt from these restrictions?**

The residential parking permit is a relatively new component of the way that the City manages the public parking supply on the street in residential neighbourhoods.

Prior to the introduction of the residential permit if a street became congested with parkers restrictions were put in place that applied to all parkers, regardless of their need or considering why they may require or desire on-street parking. Residents could not seek an on-going exemption from these restrictions. Within the Inner Harbour neighbourhood study area approximately 50% of the streets already have parking regulations in place that do not allow residents an unrestricted on-street parking option.

The residential permit began as a pilot program in 2009 in the Sydenham neighbourhood at the request of residents who wanted a way to park in their area but still ensure controls for parking spillover. The permit allows the City to ensure that an area has a safe, manageable number of parkers on the street while also protecting sufficient on-street space for visitors. The permit also allows the City to more efficiently communicate with the parkers in any given area to ensure the ratio of parkers, maintenance, compliance, and safety issues can be addressed quickly.

### **13. How does the residential parking permit work? Who needs a residential parking permit?**

Most residents do not need a residential parking permit, as they have a driveway or only require parking in the evenings, overnight, holidays, and on the weekend.

If you live in the area and would like to park on the street during the weekday time restrictions, then you will need a permit.

### **14. Why does the City need to charge for on-street residential parking permits?**

On-street parking is a limited resource and is primarily intended for short term parking. The City also recognizes that some residents, especially in older areas of the City, may require or desire to have longer term use of the street spaces.

There is an insufficient supply of on-street parking spaces to provide a parking permit to every resident in the City. In areas where there is a high demand for on-street parking, a fee is charged to ensure that the public parking supply is used efficiently and available for those who require it.

It is a transportation policy best practice to charge a fee to the user of the parking space, especially if that parking space is in an area where there is a high demand. For context, an on-street parking space in an urban area has been estimated to have a

value of \$83 - \$167 per month which translates to \$1000 - \$2000 per year (Source – ITE 2000). The current residential parking permit fee of \$30/month is significantly less than this and staff is prepared to recommend a further reduction to this fee. This discount applied to the residential permit fee recognizes the hierarchy of desired parker type on the residential streets.

The proposed commuter parking permit fee for this neighbourhood is set at approximately 100% of the lower end of the value range for an urban parking space. In accordance with City policy, commuter permit rates increase annually and are subject to change based on demand.

The residential and commuter parking permit fees also support a portion of the increased enforcement and administration costs associated with providing on-street parking in high demand residential parking areas.

### **15. How many residential permits are sold in other areas where the on-street parking program is in place?**

Experience in other areas of the City suggests that the residential permit is used primarily by those who do not have off-street parking or those that are seeking the convenience of an additional parking space on their street during the weekday.

In the Sydenham Ward neighbourhood (Area A) an average of 75 permits are sold per month out of approximately 400 available parking spaces. There are approximately 105 properties in this area that do not have a driveway.

In the Queen's/KGH neighbourhood (Area B) an average of 25 permits are sold per month out of approximately 1050 available parking spaces. There are approximately 139 properties that do not have a driveway.

These numbers indicate that each area is somewhat different and that the need for a permit appears to be based on the resident versus the presence of a parking space at their home.

### **16. How many residential permits are available in my neighbourhood?**

Approximately 450 residential permits would be available in the entire Inner Harbour study area when the program is fully implemented. This number is subject to change as the mapping and on-street regulations are finalized. This number may also change over time as the use of the public parking areas on the streets changes to accommodate other uses such as cycling lanes or pedestrian areas.

### **17. How many residential permits do you expect to sell?**

Assuming a similar percentage of residents require permits in this area as in other areas, the City expects that an average of 134 permits would be purchased each

month. This is based the utilization rate that has been observed in Area A and B, the proposed fee structure, and that approximately 124 properties in the Inner Harbour neighbourhood do not have a driveway.

**18. What is the commitment on permits? Can they be purchased month to month? Can the permits be purchased during the summer months only?**

Yes. Permits can be purchased on a month to month basis with no long term commitment. Permits can also be purchased for multiples months at a time.

**19. Am I guaranteed a residential permit within my area?**

Yes, assuming demand is similar to other areas of the City. The initial supply of residential permits can also be increased if needed by using some of the spaces reserved for other types of parkers.

**20. How many residential permits am I eligible for?**

Only one residential parking permit will be issued per residential unit, with a maximum of three per multi-residential property.

**21. Can you use a residential permit in a metered space or parking lot?**

No. Residential parking permits are only valid for the assigned streets in your area. The City does allow residential parking permit holders to park overnight in surface parking lots, provided vehicles are moved before the posted times in the parking lots.

**22. What is the current monthly permit fee? Can this fee be reduced? Would you consider a subsidized or free (exception) pass for residents without driveways?**

Yes. Staff will recommend to Council that the current monthly fee for a residential parking permit be reduced from \$30 to \$25. Staff will further recommend that a reduced residential parking permit fee of \$12 per month be created for those residents that live at an address with no on-site parking or driveway. All values include the HST.

Staff will not recommend that the residential permit be free based on the finite nature of the on-street parking supply and the need to ensure that this supply can be available to those that require it while also protecting the short term parking supply.

**23. Can the program be subsidized for low income residents?**

Staff do not recommend that a subsidy be provided based on income. Low income residents without a driveway will be eligible for the reduced residential permit fee of \$12.

The City offers a variety of fee subsidies on public transit for low income riders.

**24. Is fine revenue factored into the on-street residential program and could this reduce the monthly fee?**

The fine revenue generated from tickets issued to vehicles that park during restricted times covers a portion of the costs of the on-street program areas.

When time of day restrictions have been instituted in other residential areas, it has been observed that there is an initial increase in tickets issued as parkers adjust to the new restrictions in place. Within a short period of time (several weeks to a few months), parking behaviour typically changes to comply with the time restrictions and the number of tickets is reduced. As many parts of the Inner Harbour neighbourhood have some manner of parking restriction on their street already, it is expected that the increase in ticket revenue from this area over the long term will be minimal and may actually decline if a legal parking option is available to those that require it.

The primary reason that the City issues tickets for parking is to ensure that the parking is utilized in the desired manner and to educate and achieve compliance from parkers that park illegally.

Further, the monthly fee associated with the residential parking permit is intended to manage the supply and ensure sufficient parking remains for residents, visitors, and other short term parkers. Reduction of this fee below the reduced level that is being recommended would limit the City's ability to manage the supply.

**25. Why do residents living in the downtown core have to pay for on-street parking outside their homes while those who live outside the core but commute into the core will be able to park free at their homes?**

The on-street parking supply on any street is by its nature limited. In areas where there is a high demand for on-street parking, the supply must be managed with fees to ensure that sufficient supply is available for short term parking and residents.

In other areas of the City, the demand for on-street parking may be lower, especially if there are no institutions or businesses in the area and the residences and surrounding uses have adequate on-site parking. In these instances the streets may presently have sufficient supply to accommodate the short term parking required and regulations are not needed. These streets would be covered by the City wide by-law that prohibits parking of a vehicle on a street for more than 12 hours and prohibits overnight parking in the winter. This does not preclude parking regulations and fees from being introduced in these areas in the future as the parking utilization changes.

Commuters that choose to park a vehicle in areas where parking is regulated are required to purchase a commuter parking permit (if available) for a significantly higher monthly cost. Within the Inner Harbour neighbourhood the recommended cost would be \$83.25 per month.

## **Commuter Permits, Permit Fees, and On-Street Meters**

### **26. What options will be available to the commuters who are currently parking in this area?**

A limited number of commuter permits will be available. Commuters are assigned to a parking zone by the City and will be distributed across the neighbourhood so that on-street parking is more uniformly used.

### **27. Why does the City want to provide any parking for commuters in this area?**

There are a number of existing institutions and businesses, notably Providence Manor, that have no or very limited on-site parking. Employees of these sites traditionally rely on on-street parking and this use is expected to continue.

### **28. How many commuter permits do you expect to sell?**

There are presently 25 individuals on a wait list for the Ordnance parking lot that would likely seek an on-street permit. The City expects that approximately 25-75 commuter permits may be required in the short term.

Employees of Rideaucrest Home are expected to first utilize the existing parking supply with the Rideaucrest parking lot as the monthly fee is lower than the proposed on-street rate and provides a more convenient parking option.

Some additional permits may also be required for group permits to support various schools and volunteer organizations in the community. These permits would come from the spaces allocated for commuter parking.

### **29. What is the cost for commuter permits? How was this fee determined?**

The recommended cost of a commuter permit in Area C will be \$83.25 per month. This fee is based on the monthly fee that is charged in comparable lots and locations across the City. The City conducts regular reviews of its parking fees and recommends increases based on these reviews.

For context an on-street parking space in an urban area has been estimated to have a value of \$83 - \$167 per month which translates to \$1000 - \$2000 per year (Source – ITE 2000).

The proposed commuter parking permit fee for this neighbourhood is set at approximately 100% of the lower end of the value range for an urban parking space. In accordance with City policy, commuter permit rates increase annually and are subject to change based on demand.

**30. Why does the commuter permit for the Inner Harbour cost less than parking in the downtown core or in the Sydenham neighbourhood (Area A)?**

The commuter permit cost for the Inner Harbour is based on the comparable parking fees charged in parking lots that border the Inner Harbour, notably the Ordnance Lot. The Sydenham neighbourhood commuter permits are more expensive based on the demand and cost of the neighbouring parking supply in that area.

**31. Are employers being made to create parking for their staff?**

The commuter parking permit is intended for those existing employers that do not have enough parking supply available to provide to their employees. As an example the commuter permit program around KGH/Queen's (Area B) does not currently provide permits to KGH and Queen's employees as there is still on-site parking available at these locations.

The City's zoning by-law prescribes employee parking requirements for new developments.

**32. What other efforts are being made to create commuter parking spaces other than creating a system whereby residents in Kingston are offsetting and paying for commuters?**

The City's parking system is not funded by the taxpayer but instead is supported by the parking fees and fines that are paid by the parkers, both on-street and off-street.

The City regularly reviews the available parking supply both in on-street and off-street locations. Studies are currently underway on several sites within the City as to where parking may be created, however the public on-street parking supply remains an important component of the way the City will manage parking demand in the future.

**33. Could commuter pass costs go up and residential passes go down or be eliminated?**

The commuter parking pass fee is linked to the market price of parking within the neighbourhood and the City. This fee will likely continue to rise in accordance with the City's regular reviews of parking fees and the level of demand required for these spaces. The fees gathered from the commuter permit program are utilized to maintain the City's public parking supply, both on-street and off-street.

It is appropriate for a residential permit to have a fee so that demand for that type of parking can be managed; as such, staff will not recommend that the fee for a residential parking permit be eliminated. Staff will recommend a reduction of this fee based on the review of the program and current residential permit utilization.

**34. If I have an existing parking permit in a lot, does this affect me?**

No.

**35. Has anyone thought about creating an online program for commuters to use private parking in homes/businesses to stay off the street?**

The City manages the public on-street and off-street parking supply.

The City does not sanction private parking arrangements but there are many websites and online advertising sites that facilitate this arrangement.

**36. Why is there metered parking in my neighbourhood?**

Metered parking is used on-street where there is very high demand for parking created by short term users. Areas around Providence Manor and Artillery Park Aquatic Centre have a high demand for on-street parking that necessitates the use of meters to ensure more frequent turnover.

**37. Are more on-street meters/zones being added?**

Metered parking is being added on three blocks of Ordnance Street from Sydenham Street to Rideau Street. These metered spaces are being added to address the high demand for short term parking created by the Providence Manor and Artillery Park Aquatic Centre locations.

**38. Are the rates for the on-street meters changing?**

No, this program will not result in fee changes for metered parking.

**39. Are more spaces being added for those that have accessibility needs?**

Yes. An additional accessible parking space is being added in front of Providence Manor.



## Parking Exemption Process and Eligibility

### **40. How does the exemption system work?**

If you or a guest need to park in a time restricted area on a particular day, you can contact the City (613-546-0000 or [contactus@cityofkingston.ca](mailto:contactus@cityofkingston.ca)) with the request and it will be passed along to the by-law officer enforcing in that area.

The by-law officer will not ticket the vehicle for being parked in an on-street parking space if it is exempted.

### **41. Is there an exemption for volunteers?**

No, however the City will work with organizations if they wish to enter into a group permit arrangement. This is the process that is currently used in other areas of the City including various departments at both hospitals.

### **42. The website says 24 hours' notice is required to guarantee an exemption for a visitor. City staff has stated that there is flexibility with this window. Can this be clarified?**

The 24 hour notice ensures that the information is processed and provided to the by-law enforcement officers at the start of their shift. If same day exemptions are received by phone by the City's customer service department, this information can often be relayed to the officer but cannot be guaranteed.

### **43. Is an online exemption pass in the process of being created instead of residents phoning into the city for each exemption?**

The City's Parking Services department is currently updating the parking technology plan. On-line options for temporary passes and exemptions will be explored as part of that technology plan.

### **44. I regularly have home care people come to my home for 1/2 day visits that overlap with the times where parking is not permitted. Where will my home care provider park?**

Home care workers that need to visit your home can be granted an ongoing exemption. A process is currently in place with the various home care workers that would also apply to this area. Your home care worker, if not already aware of this program, can contact the City's Parking Services department for further information by calling 613-546-0000 or sending an email to [contactus@cityofkingston.ca](mailto:contactus@cityofkingston.ca).

## Program Costs and Revenue

### 45. How much does it cost to implement the on-street parking program in a neighbourhood? What are the initial costs and what are the on-going costs?

Costs for an on-street program can be broken down into implementation costs related to planning and signage and the on-going costs of administration and enforcement.

Planning and sign installation are typically concentrated as a one-time cost. The implementation of Area B in 2015 cost approximately \$60K. These costs are expected to be similar for the combined Inner Harbour neighbourhood (Area C) and Williamsville North neighbourhood (Area F) based on overall area size.

On-going costs for the on-street programs are attributed to the increased enforcement resources and program administration. These costs were approximately \$200K in 2016.

### 46. What revenue is generated by the fees and fines associated within the existing on-street program areas?

The revenue generated by the permit fees and fines in the existing on-street parking areas for 2015 and 2016 are summarized below:

Year	Residential Permit	Commuter Permits	Fine Revenue
<b>2016</b> (Area A and B)	\$34K	\$99K	Remaining costs of program
<b>2015</b> (Area A, mid-year startup of Area B)	\$29K	\$110K	Remaining costs of program

Parking enforcement is not geographically aligned to on-street program boundaries and the City's parking enforcement technology does not identify the type of motorist that receives a parking fine. Therefore it is not possible to identify exact fine revenues for each area.

The remaining program costs are covered from a portion of the fine revenues generated from tickets issued to vehicles that park during restricted times.

**47. How many passes, commuter and residential, are currently sold in the existing on-street program areas?**

The number of passes currently sold in the existing on-street parking areas for February 2017 is shown below:

	<b>Residential Permit</b>	<b>Commuter Permit</b>
<b>Sydenham Neighbourhood (Area A)</b>	44	81
<b>Queen's/KGH (Area B)</b>	16	5

The commuter permit number remains relatively stable through the year, while the number of residential permit users tends to increase during the summer months. In 2016, an average of 75 residential permits were sold per month in Area A and an average of 25 permits were sold per month in Area B.

**48. Why is the City putting the cost of this program onto the residents? Are there any other models?**

The City's parking system is funded by the parking fees and fines that are paid by the parkers, both on-street and off-street; it is not funded by the taxpayer. The City places the cost of parking on the users of that parking.

It is the City's policy to ensure that the costs associated with providing and maintaining the public parking supply is covered by the users of that supply. User supported models of parking supply management are an industry best practice that is summarized in the article "Innovative Solutions to Parking Problems" (Todd Litman, Victoria Transport Policy Institute), which can be accessed in the following report:

[Innovative Solutions to Parking Problems - T. Litman, VTPI](#)

This model is consistent with the broader goals of the City's Transportation Master Plan. More information about this policy can be found in section 7.1.3 of the Transportation Master Plan: [Kingston Transportation Master Plan - 2015](#).

Pertaining to managing spillover parking in residential areas, Council has approved the policies outlining the methods that the City will use to address these concerns on public streets. Further details of this approach can be found in the following report from June 2016.

[On-Street Parking Program - EITP - June 2016](#)

There are alternative models used in other municipalities where parking is funded completely by the tax base or hybrid versions where the tax base funds some types of parking and not others.

## **Institution, Commercial, Schools and Daycare Parking Needs**

### **49. Are there any exemptions or special parking available for schools or daycares that require pick-up and drop-off during the restricted times?**

Yes. When implementing changes to parking regulations, the City consults with stakeholders including schools, daycares, and others to determine the way that they utilize the street for short term parkers and the times of day that this parking typically occurs.

Bus loading, pick-up/drop-off zones, and crossing areas are included in all of this analysis. Changes can be made as the needs of the institutions change.

Where possible, the City adjusts the time restrictions to minimize the impact on these programs. When it is not possible to accommodate the needs of the school or daycare around the time restriction windows, the City can use time limits and group permits to facilitate this type of parking.

Exemptions for special events that occur on an irregular basis are available by contacting the City.

### **50. How is parking provided for commercial businesses that may operate in areas of the neighbourhood that do not have metered parking? Are exemptions available?**

When implementing changes to parking regulations, the City consults with stakeholders including businesses to determine the way that they utilize the street for short term parking and the times of day that parking typically occurs.

In most cases, a “limited term” area of parking can be provided to suit the commercial business need. This has been included for a number of businesses identified within the Inner Harbour. Exemptions are typically only required for infrequent or special events.

### **51. Are parking permits available for volunteers? Is there a cost for these permits?**

The City does not provide free permits for volunteers. A review of municipalities across Ontario has not found any formal program where volunteers are granted free permits.

At other locations where volunteers require parking, the City has worked with the site to provide group permits that the site/volunteer organization manages. The City has already had discussions with Providence Manor about providing group permits and will work with other organizations as needed to develop an approach for their volunteers.

Commuter parking permits would be available to the volunteers at the standard monthly cost if a group permit arrangement is not in place with their volunteer organization.

**52. Can parking permits be shared amongst part time staff?**

No. Parking permits are assigned to a specific license plate.

**53. Will more than three residential permits be made available for Providence Manor?**

Yes. The City recognizes the unique nature of the Providence Manor site and will work with the administration of the Manor to provide group permits for family members at the residential permit rate.

**54. Where can staff of Providence Manor park when the program is implemented?**

Staff of Providence Manor will be eligible to purchase an on-street parking permit as this site does not have any on-site parking available.

**55. Who has priority for the closest parking spaces to Providence Manor?**

Parking meters are used for the on-street parking closest to Providence Manor to ensure that there are spaces available for short term parkers, not employees. Three accessible parking spaces will be provided on Sydenham Street, an increase of one space, when the changes are implemented.

**56. Can the City require Rideaucrest staff to park in the Rideaucrest parking lot and provide these employees with a free or reduced fee pass?**

The monthly parking pass at Rideaucrest parking lot is less expensive than the proposed commuter rate for the Inner Harbour (\$83.25 versus approximately \$50.00). It is expected that the Rideaucrest parking supply will be better utilized by commuters once this program is in place and will free up spaces on the residential streets.

The City will not provide commuter parking passes to Rideaucrest employees until such time as their on-site parking supply is fully utilized.

## **Monitoring and Enforcement**

### **57. Once the program is implemented, how will the parking be monitored?**

The area will be monitored by the City's Parking Enforcement officers. An officer will monitor for vehicles parked on the streets during the time restrictions, the display of valid permits, vehicles parked too close to an intersection or in "No Parking" areas, and the time limits at meters.

### **58. How are the parking regulations for the on-street parking program enforced?**

An officer issues a ticket for "Park at restricted times". The fine is \$25 with a reduced fee of \$20 if the fine is paid within 7 days.

### **59. Are parking ticket fines going up?**

The parking fine for "Park at restricted times" is not being increased at this time.

### **60. Why is parking enforcement so vigilant in this area?**

Parking Enforcement monitors many neighbourhoods for illegal parking daily. Officers also respond to complaints received from residents.

### **61. What happens if I get a ticket by mistake? Is there any leniency?**

Yes. If you receive a ticket that you feel was a mistake, you can contact the City's customer service department to discuss it. This information is included on the back of the ticket and includes a variety of options.

## Comparison with Other Municipalities

### **62. Do other cities provide on-street parking for residents?**

On-street parking policies differ a great deal across municipalities, depending on a number of factors including parking/supply demand, transportation policies, historic parking practices, and the type of development. As such, direct comparisons of on-street parking policies can be difficult, as each municipality's on-street parking policies may be informed by zoning and development policies and practices that change the way that the on-street parking may be used.

To illustrate the range of policies in place, a table that summarizes the residential on-street parking policies and programs for a number of Ontario municipalities is provided below:

Municipality	Resident On-Street Parking Policies	Resident Parking Exemptions	Parking Exemptions for Others
<b>Kingston</b>	On-street residential parking permit available in high demand residential areas Permit allows for parking up to 72 hours on-street except during winter overnight restriction Max time on streets for non-permit holders is 12 hours	Exemptions provided on a case by case basis for short term requirements.	Exemption for Home Healthcare Worker at no cost Exemptions provided on a case by case basis for funerals, wedding, school events, etc. Contractor exemption available for varying periods of time/fees
<b>Barrie</b>	No residential on-street permit program. Residents are provided complimentary passes to some of the City lots.	Residents can request an on-street parking exemption 3 times per year	No information available
<b>Brampton</b>	No residential on-street parking program. Max time on streets for any vehicle is 3 hours. No overnight parking permitted	Exemption for up to 14 days a year provided to each residence.	No information available
<b>Burlington</b>	Residential on-street parking program for certain streets implemented in July 2016 Permit allows vehicles to park for up to 24 hours at a time with a maximum of 48 hours on the same street Max time on streets for any other vehicle is 5 hours.	Residents can request an on-street parking exemption 15 times per calendar year per license plate. Allows parking for more than five hours or overnight	No information available
<b>Guelph</b>	No residential parking program option. Residential parking lot option in some areas. Max stay on streets for any vehicle is 48 hours. Currently implementing a new parking master plan that will reintroduce paid parking on streets and permit parking in downtown neighbourhoods.	Exemptions available for residents and overnight guests on a case by case basis	No information available
<b>Hamilton</b>	On-Street parking permit for residential properties Permit only allows parking for up to 12 hours Front yard parking program in place and widely used.	Paid exemption available on a case by case basis through the Parking Office	Exemption for Home Healthcare worker for a two hour period
<b>Kitchener</b>	No residential on-street parking program. Max time on streets for any vehicle is 3 hours during the daytime Overnight parking permitted (April to November) from 11pm to 6am	No information available	No information available
<b>London</b>	On-street residential parking available in three areas. No overnight parking is permitted. Otherwise max time on streets is 12 hours and no overnight parking is permitted	Overnight parking pass available for 15 nights a year between Labour Day and Victoria Day	No information available
<b>Niagara Falls</b>	On-street residential parking permit available Resident must demonstrate a need for the permit (no driveway or parking) Max time on street is 12 hours with no overnight parking (2am to 6am) Separate overnight parking permit available	Exemptions provided on a case by case basis for short term requirements.	No information available



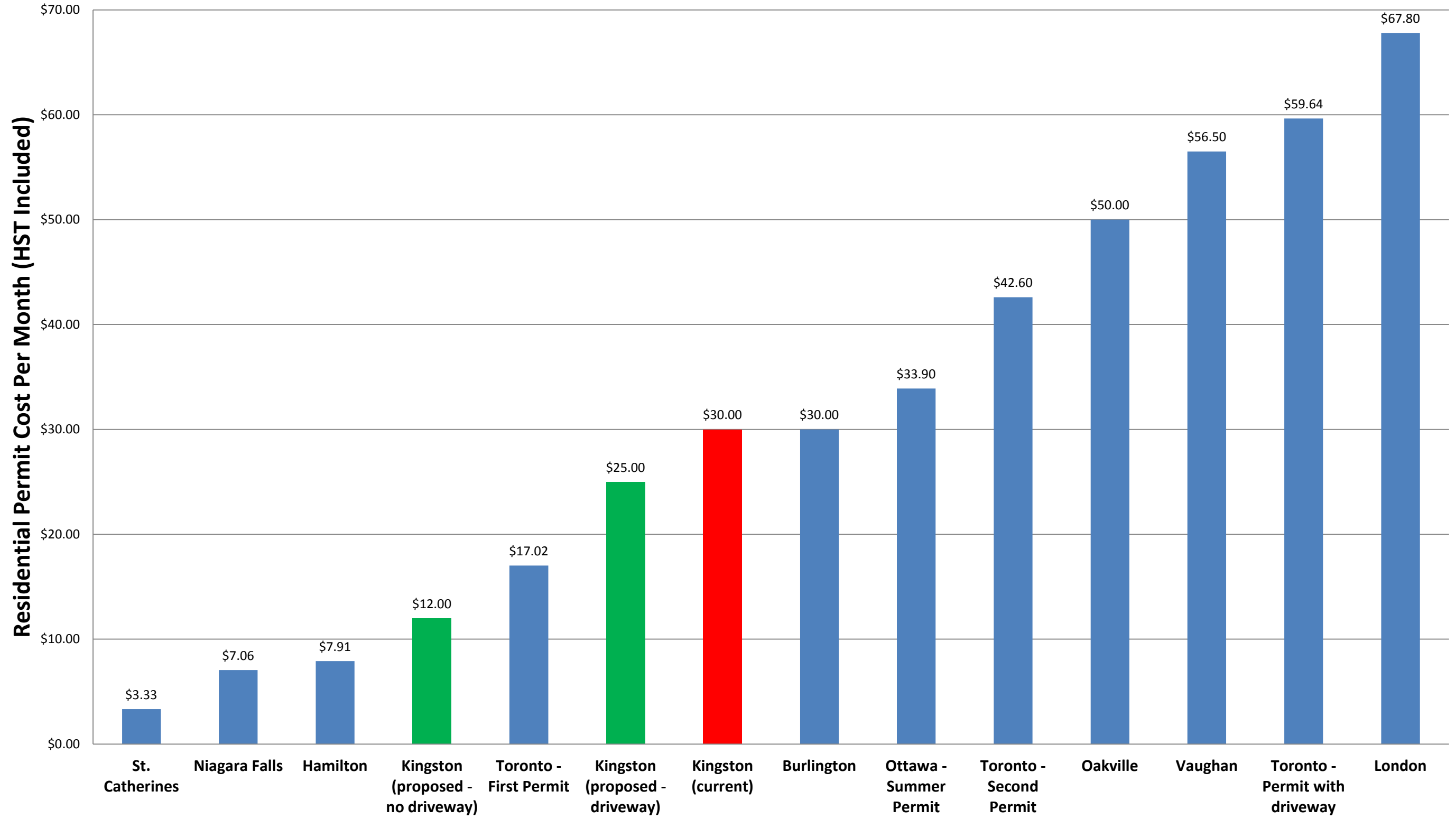
Municipality	Resident On-Street Parking Policies	Resident Parking Exemptions	Parking Exemptions for Others
<b>Oakville</b>	On-street residential parking permit available in new communities on selected streets Permit allows overnight on neighbourhood streets Max time on streets during all other times is 3 hours	Temporary permit for residents if driveway under construction Exemption for up to 5 vehicles at a time on 15 days per year for overnight parking Exemption on a case by case basis for more than 5 vehicles at a time	No information available
<b>Oshawa</b>	On-street residential parking permit available on selected streets where parking is restricted Permit allows residents to park for up to 3 hours on the selected streets All other streets allow a maximum of 3 hour parking	Parking in excess of the 3 hour maximum is allowed 10 times per year per license plate	Exemption for Home Healthcare Worker at no cost
<b>Ottawa</b>	On-street parking permit for residential properties that allows parking for up to 48 hours Limited to those that do not have any off-street parking Max time on streets for any other vehicle is 3 hours	Paid temporary monthly permits only resident option Paid visitor parking permits (two week max)	No information available
<b>Peterborough</b>	No residential on-street parking program. Max time on streets for any vehicle is 3 hours.	No information available	No information available
<b>St. Catharines</b>	On-street residential parking program available in areas of the City that have time restrictions Max time on streets for any vehicle is 12 hours	No information available	No information available
<b>Toronto</b>	On-street residential permit program available on designated streets Time restrictions (1, 2, and 3 hour) in place across Toronto on most residential streets for all other vehicles	Visitor permits available for purchase	No information available
<b>Vaughan</b>	On-street residential parking program on four streets Max time on streets for all other vehicles is 3 hours from 6am to 6pm	Resident can request to park on street to facilitate home construction for up to 9 days, once per year. Visitor passes granted 5 times per license plate per month	No information available
<b>Waterloo</b>	No residential on-street parking program. Max time on streets for any vehicle is 3 hours.	Temporary on-street permits available to residents displaced by home construction Exemption for overnight parking available 15 times per year per license plate	No information available
<b>Whitby</b>	No residential on-street parking program. Max time on streets for any vehicle is 3 hours.	On-street exemption for up to 12 times a year for up to 7 days at a time per residence.	No information available

**63. How does the type of program that Kingston provides and the cost of its residential parking permit compare to other cities that allow long-term on-street residential parking?**

Direct comparisons between programs can be difficult as each program can have different restrictions and eligibility criteria, and would be based on the parking supply/demand experienced by that municipality.

That being said, below is a chart outlining the residential parking permit fee in Kingston (current and proposed) compared to other municipalities in Ontario that allow on-street parking, along with a table summarizing the characteristics of the programs and by-laws.

# Monthly Residential Parking Permit Fee by Ontario Municipality



Municipality	Resident On-Street Parking Program
<b>Kingston</b>	On-street residential parking permit available in high demand residential areas Permit allows for parking up to 72 hours on-street except during winter overnight restriction Otherwise max time parking on streets without permit is 12 hours
<b>Burlington</b>	Residential on-street parking program for certain streets implemented in July 2016 Permit allows vehicles to park for up to 24 hours at a time with a maximum of 48 hours on the same street Max time on streets for any vehicle is 5 hours.
<b>Hamilton</b>	On-Street parking permit for residential properties Permit only allows parking for up to 12 hours Front yard parking program in place and widely used.
<b>London</b>	On-street residential parking available in three areas. No overnight parking is permitted. Otherwise max time on streets is 12 hours and no overnight parking is permitted
<b>Niagara Falls</b>	On-street residential parking permit available Resident must demonstrate a need for the permit (no driveway or parking) Max time on street is 12 hours with no overnight parking (2am to 6am) Separate overnight parking permit available
<b>Oakville</b>	On-street residential parking permit available in new communities on selected streets Permit allows overnight on neighbourhood streets Max time on streets during all other times is 3 hours
<b>Oshawa</b>	On-street residential parking permit available on selected streets where parking is restricted Permit allows residents to park for up to 3 hours on the selected streets All other streets allow a maximum of 3 hour parking
<b>Ottawa</b>	On-street parking permit for residential properties that allows parking for up to 48 hours Limited to those that do not have any off-street parking Max time on streets for any other vehicle is 3 hours
<b>St. Catharines</b>	On-street residential parking program available in areas of the City that have time restrictions Max time on streets for any vehicle is 12 hours
<b>Toronto</b>	On-street residential permit program available on designated streets Time restrictions (1, 2, and 3 hour) in place across Toronto on most residential streets for all other vehicles
<b>Vaughan</b>	On-street residential parking program on four streets Max time on streets for all other vehicles is 3 hours from 6am to 6pm

#### **64. Why do some municipalities not charge for on-street parking?**

Municipal parking pricing policies depend on many variables including available parking supply, parking demand, and broader transportation policies.

It is a best practice in transportation policy and parking supply management to charge a fee for all parking, especially if there is a high demand for that parking. A summary of best practices in parking supply management can be found in the article “Innovative Solutions to Parking Problems” (Todd Litman, Victoria Transport Policy Institute) which can be accessed in the following report:

[Innovative Solutions to Parking Problems - T. Litman, VTPI](#)

#### **65. How much do commuters pay for monthly permits in other cities?**

Monthly parking permit fees for non-residents are very dependent on the market prices that exist in different municipalities. The City of Kingston recently completed a review of all parking fines and fees and has set the monthly permit fees according to this review. The report on the review of these parking fees and fines can be found at the following link: [Parking Fee and Fine Review Report - September 2016 - EITP](#).

The on-street parking permit fees vary depending on the neighbourhood the permit is offered in, but the fees are always the same or higher than the fee required for a neighbouring off-street surface lot.