

AMENDMENTS TO CALGARY TRAFFIC BYLAW 26M96 TO ALLOW PHOTO ENFORCEMENT AND ELECTRONIC PERMITTING IN RESIDENTIAL PARKING PERMIT ZONES

EXECUTIVE SUMMARY

The Calgary Traffic Bylaw 26M96 regulates parking, traffic control devices, pedestrian behaviour, zone controlled spaces and residential parking zones. The Bylaw also gives the Calgary Parking Authority (CPA) the power to administer the Residential Parking Permit Program (RPP) by issuing permits to residents and regulating the parking of non-resident vehicles in restricted zones.

The CPA has recently developed a software application that will allow for the use of electronic permits and photo enforcement in residential parking zones. The public benefits of this change are

- Permits are linked to license plates, which will eliminate lost or stolen permits.
- A quick and easy online permit application and renewal process for residents.
- Longer permit terms, eliminating the need to renew permits annually.
- More effective and efficient enforcement of residential parking zones.
- Effective enforcement of visitor permits.

This change will also benefit the CPA by reducing permit processing times and allowing for improved enforcement using license plate recognition technology.

The proposed amendments to the Calgary Traffic Bylaw do not change the existing Residential Parking Permit framework. The underlying rules of the current RPP program will remain the same. No additional signage is required and no new fees will be introduced. The proposed amendments only address issues associated with the change from physical to electronic permits.

Amendments to Calgary Traffic Bylaw 26M96 are required to accommodate these changes to the current RPP program.

ADMINISTRATION RECOMMENDATIONS

That the SPC on Transportation and Transit recommends that Council:

1. Give three readings to the proposed Bylaw to amend the Calgary Traffic Bylaw 26M96 (Attachment 1).

RECOMMENDATION OF THE SPC ON TRANSPORTATION AND TRANSIT, DATED 2017 APRIL 17:

That Council give three readings to **proposed Bylaw 25M2017** to amend the Calgary Traffic Bylaw 26M96 (Attachment 1).

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ZONES**

Oppositions to Recommendations:

Opposed: D. Farrell, R. Pootmans

Excerpt from the Minutes of the Regular Meeting of the SPC on Transportation and Transit held
2017 April 19:

“REFER, Moved by Councillor Farrell, That the SPC on Transportation and Transit refer Report
TT2017-0353 to Administration for:

- Additional customer consultation;
- Consideration of a Pilot Project, rolled out by zones, to test the software and process;
- Development of a Frequently Asked Questions (FAQ) Brochure;
- Completion of a Cost/ Benefit analysis;
- Results of the Customer Survey; and
- To Return to the 2017 July 19 Regular Meeting of the SPC on Transportation and Transit.

Roll Call Vote:

For:

D. Farrell, B. Pincott, R. Pootmans

Against:

G-C. Carra, A. Chabot, S. Keating

MOTION LOST

FORWARD LOST MOTION

Pursuant to Section 155 (7) (a) and (b) of the Procedure Bylaw 44M2006, as amended,
Councillor Pootmans requested that the lost motion with respect to Report TT2017-0353 be
forwarded to Council for information.”

BACKGROUND

The CPA manages the Residential Parking Permit (RPP) program by issuing permits to
qualifying residents and regulating the parking of non-resident vehicles in restricted zones. In
2016, the CPA issued 34,700 permits in 77 residential parking zones. Permits were either
mailed to residents (40%) or issued in person at the CPA office (60%). Current permits are

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paper and are affixed to the rear window of the vehicle or, the case of visitor permits, hung from the rear view mirror. Enforcement is manual, and officers are required to check for the presence of the permit, ensure the permit matches the license plate and the vehicle is parked in the appropriate zone.

The proposed bylaw changes will allow the CPA to use electronic permits and photo enforcement in residential parking zones.

INVESTIGATION

Prior to the development of its new RPP software, the CPA conducted a review of residential parking permit programs in a number of Canadian cities and an online permitting program in operation in the United States. With the exception of the online permitting program, all other cities issue paper permits and enforce their restricted zones through manual enforcement.

The CPA also examined known issues with the current RPP program and inconsistencies in the bylaw. Paper permits are often lost or stolen, and the bylaw expressly prohibits re-issuing visitor permits in these instances. Residents may go months without the use of their visitor permits until they can re-apply based on their renewal date.

Under the current program, a resident is entitled to two residential permits at no charge. Third and additional permits are issued for an annual fee of \$50 plus GST. If a resident fails to notify CPA when they move from an address in the restricted zone or return their residential parking permits, new residents must pay the \$50 for third and additional permits even if the old permits are no longer in use. This angers residents who believe they should be entitled to receive two permits at no charge because the old permits are no longer in use.

Visitor parking permits contain the address of the residence for which they are valid but no other identifier. Current enforcement of visitor permits relies on complaints from neighbours who believe visitor permits are being used inappropriately. Residents contact the CPA and indicate that they have observed individuals hanging a visitor permit from their rear view mirror and then walking out of the residential parking zone rather than proceeding to a residence.

Although the current bylaw stipulates that visitor parking permits shall not be sold, traded, rented or used except to visit the dwelling to which they were issued, it is extremely difficult to enforce these provisions.

The CPA determined that the most effective method of managing the RPP program was to develop an online software application that leveraged its existing ParkPlus System technology.

That technology uses license plates to confirm that vehicles parked on street and in CPA managed facilities have made payment and enables the CPA to enforce those areas with photo enforcement equipment. The ParkPlus System is currently in use in Calgary, Edmonton and Saskatoon.

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Permit Categories

The specific categories of residential parking permits and their intended use are outlined below. All permit categories will be managed through the online application and photo enforcement process.

1. Residential Parking Permits:

Residential parking permits are issued to persons who reside in a residential parking zone on a street where parking is permit controlled. Residential parking permits may only be used for the residents' own vehicle. The permits "attach" to the license plate of a vehicle which is registered to the address where the person resides. Two permits may be issued to a dwelling unit at no cost; additional permits cost \$100* (plus GST) per permit. The permit is in effect for two years unless the CPA receives notice of cancellation. Permit terms have been extended from one year to two years as an added convenience for residents.

Student parking permits and temporary parking permits function in the same way as residential parking permits, but such permits have shorter terms and different eligibility requirements.

*This fee represents the current annual \$50 (plus GST) fee for third and additional permits multiplied over a two-year period.

2. Visitor Parking Permits:

Visitor parking permits are issued to persons who reside in a residential parking zone on a street where parking is permit controlled; however, they cannot be used for vehicles registered to the person's residence. Instead, they are used to allow for the parking of visitor vehicles in the restricted zone. The visitor parking permit "attaches" to the address of the residence. To use a visitor parking permit, the permit holder must activate the permit as outlined in the Permit Activation Process section below.

An activated visitor parking permit is linked to the license plate of the vehicle for which the permit is being activated and will allow the visitor to park despite posted parking restrictions but only for the period for which the visitor parking permit has been activated. Additionally, the visitor parking permit may only be used within 150 meters of the dwelling unit for which the visitor parking permit has been activated.

Permits issued to community associations, religious institutions and non-resident landlords are visitor parking permits; however, they are subject to different eligibility requirements.

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3. Special Parking Permits (Zones AAA and YY):

Special parking permits combine the features of both residential parking permits and visitor parking permits. Special parking permits may be used for the permit holder's own vehicle—like a residential parking permit—or for a visitor's vehicle, like a visitor parking permit. Special parking permits may be activated for up to 24 full months from the date of issue. One permit may be issued to a dwelling unit at a cost of \$50 (plus GST). The permit is in effect for two years unless the CPA receives notice of cancellation.

Zones AAA (Bridgeland) and YY (Somerset) were created by amendments to the Calgary Traffic Bylaw 26M96 in 2006 and 2005, respectively, to address resident concerns regarding on-street parking availability. The bylaw currently allows for one permit to be issued per dwelling in these zones for an annual fee of \$25 plus GST.

The rules governing all types of permits will be set out in an administrative policy and posted on the CPA website. The administrative policy also outlines the refund procedure if permits are cancelled prior to the expiry date.

Permit Application Process

Using current CPA technology will enable residents to apply for their permits online and allow the CPA to link the permits to the license plates of the vehicles using the permits. To apply for permits, residents will access a secure database and apply for their permit(s) by confirming their address, the type of permit they are applying for and attaching copies of the required documentation and payment, if required. Once that process is complete, a CPA employee must verify the documents submitted and approve or deny the permit request. To change the license plate associated with a permit, residents will be required to re-apply online and submit new documentation. Residents without Internet access will be able to request a permit in person.

Permit Activation Process

In the case of a residential parking permit, once the request is approved, the permit holder receives notification that their application has been approved and their permit has been activated. No further action is required by the resident. If the resident has applied for a visitor parking permit or a special parking permit, and the permit has been approved, the resident must activate the permit prior to the visitor parking permit or special parking permit being used for a vehicle parked in the restricted zone.

To use a visitor parking permit or a special parking permit, the permit holder must activate the permit by notifying the CPA of (1) the license plate of the vehicle for which the permit is being activated; and (2) the time period for which the permit is being activated (up to a maximum of 2 weeks for visitor parking permits and up to 24 months for special parking permits).

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Residents will be able to activate their permit through a stand-alone computer or mobile device. Residents without Internet access will be able to phone in a request to activate a visitor license plate during the regular business day or leave a message after hours. As with the ParkPlus System, there will be a two-day processing delay prior to issuing any tickets to ensure that all parking sessions have been properly logged.

Photo Enforcement

Photo enforcement of residential parking zones is expected to improve enforcement operations and increase efficiency. By moving to an automated enforcement system, fewer officers will be needed to issue tickets in residential parking zones and CPA will increase the number of patrols across all residential zones.

This increase in patrols will lead to either an increase in compliance as vehicle owners modify their parking behaviour or an increase in ticket revenue if behaviour stays the same. Because automated enforcement is able to patrol more zones in a day than foot patrol officers, the tag count is expected to increase by 30%. The valid tag count in 2016 was 36,073.

It is anticipated that there will be a reduction in the number of requests for enforcement assistance as patrols increase and parking behaviour changes. In 2016 CPA received 3619 requests to patrol time controlled zones, with 70% of these requests received during the day. Photo enforcement technology will also enable the CPA to effectively enforce the requirement for visitors to park within 150 metres of the residence they are visiting within the restricted zone. This is expected to reduce the suspected abuse of these permits in high-use areas.

SUMMARY

Stakeholder Engagement, Research and Communication

An online survey of residential parking permit holders was conducted from September 2013 until May 2014. The survey results showed that 84% of respondents said that if they could apply for a permit online, they would use that option.

In March 2017 the CPA conducted an online usability survey of the new RPP software platform. The survey was sent to more than 4,000 residential parking permit holders. The results have been compiled and the feedback is being used to make changes to the software and instructions to residents.

The table below highlights the proposed changes to the bylaw and changes to CPA's administrative process for residential parking zone permits. The proposed bylaw amendments are included in Attachment 1. Sections 20 to 26 and Section 26.2 of the current bylaw are included as Attachment 2.

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Table 1. Residential Parking Permits

Current bylaw	Proposed change
Visitor parking permits are paper hang tags that are hung from visitor's rear view mirrors.	See Section 26(1) of the proposed bylaw amendments.
There is currently no restriction on the length of time a visitor parking permit may be in use.	See Section 26(2) of the proposed bylaw amendments.
Each zone has a fixed renewal date within the year.	Renewal date is not fixed. Permit expires 24 months from approval date.
Allows visitor parking permits to be issued to all religious institutions except in Zone C, where visitor parking permits may be issued only to Wesley United Church or St. Stephen's Anglican Church.	See Sections 25(2) and 26(5)(b) of the proposed bylaw amendments.
Very difficult to identify and enforce current bylaw provisions for visitor parking permits.	See Section 26.02 of the proposed bylaw amendments.
No provision to revoke permits exists.	See Section 26.02(4) of the proposed bylaw amendments.
Current administrative practice	Proposed administrative practice
Residential Parking Permits are paper permits (stickers) that are affixed to the rear window of the resident's vehicle.	A residents' license plate will be linked to his/her permit. (There will be no physical permit.)
Residents may request a permit by mail, email, fax or in person.	Residents will apply for permits online. Residents without Internet access may apply in person.
Permits are issued for a one-year period.	Permits will be issued for a two-year period.
Residents are required to provide proof of address and current Alberta registration each year to renew their permit.	Documentation is not required for renewal unless residents' address and registration information has changed.

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Current administrative practice	Proposed administrative practice
Enforcement is manual. Officers check for the presence of the permit, confirm it matches the license plate and vehicle is parking in the appropriate zone.	Enforcement of RPP zones will be conducted by photo enforcement.

CPA will implement a comprehensive multi-media awareness campaign that includes a press conference, information sessions, radio, television, transit and online advertising, community newspapers, direct mail outs to RPP residents, social media content that will also be shared by the City of Calgary, information posted on the CPA website and print materials. The communication tactics will be distributed over a one-year period to accommodate current permit renewal dates which are dispersed throughout the year.

Engagement will focus on informing Calgary residents who use the RPP system what changes have been made to the existing RPP program and how these changes will affect them. The communication strategy will also address misconceptions about changes to the program.

It is proposed that the new RPP program will be rolled out beginning August 1, 2017 to enable the CPA to communicate program changes to residents in zones that expire August 31 as residents are eligible to renew their permits up to two months in advance of the zone's expiry date. Changes to the RPP system will be phased in over a one-year period from the date of implementation to accommodate current permit expiration dates which are distributed throughout the calendar year. During the year in which the new RPP system is phased in, there will be an overlap period in each residential parking zone in which both the paper permits and the electronic permits will be valid. During that time, manual enforcement will continue until each zone has fully transitioned to the electronic permitting system.

IMPLICATIONS

General

Making RPP services available online and moving to a photo enforcement process will enable CPA to increase efficiencies in service delivery and provide better service and easier access to citizens. Photo enforcement of residential parking zones will be more consistent and efficient than the current manual enforcement process.

The proposed amendments to the Calgary Traffic Bylaw will not change the existing Residential Parking Permit framework. The underlying rules of the current RPP program will remain the same. No additional signage is required and no new fees will be introduced.

Social

There will be a social benefit to requiring residents to renew permits once every two years rather than annually and to making the renewal process easier. Improved enforcement is expected to benefit neighbourhoods by reducing the number of illegally parked vehicles.

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Environmental

N/A

External Economic

N/A

BUDGET IMPLICATIONS

Because the roll out of the RPP program changes will take a full year, the tag revenue is expected to increase by \$200,000 in 2018 and \$400,000 in 2019. The cost to implement the changes to the RPP program is approximately \$400,000 with an annual maintenance cost of \$1,200 - \$2,000.

RISKS

- There may be a negative public perception associated with requiring residents to register their visitors' plates online.
- Residents in restricted zones may believe that without the physical permits they will not be able to identify non-resident vehicles to request enforcement.

These risks can be mitigated by an effective communication strategy and by ensuring that citizens can register visitor plates online via mobile devices. As well, there will be a reduced need to report non-compliant vehicles as enforcement will be more effective and efficient.

ATTACHMENTS

1. **Proposed Bylaw 25M2017** to amend the Calgary Traffic Bylaw 26M96
2. Sections 20 to 26 and Section 26.2 of the current Calgary Traffic Bylaw 26M96