

Residential Parking Program Review

Detailed Report

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1. Background and Calgary Context

Calgary has operated a residential parking program (RPP) since 1974. Under the system residents may get easier access to street parking in their neighbourhood while general visitors face stronger parking regulations. This may be desirable in areas where there is significant parking demand generated by nearby attractions. Most large cities in North America have some type of a residential parking system but there is a wide variety of how and where it is applied.

Calgary's system was introduced after a period of growth in the 1960s and 70s that led to parking congestion in areas immediately surrounding downtown. Originally only capturing a few neighbourhoods south of downtown, as the city grew more zones were added. Today there are 80 zones spanning all four quadrants. The program has evolved through various decisions of Council, bylaw amendments, internal policies and practices, but it has never been included in The City's overall parking strategy. Because of this, the residential parking program has not kept pace with changes the city has seen over the same time.

Since inception, the residential parking program has expanded from just one zone to 80. While these expansions were made to address new issues in the growing community, it still uses tools meant to address a specific issue in a specific community. As such, residential parking has sometimes expanded without alignment to The City's overall transportation and land use objectives and has sometimes been applied inconsistently.

These historical inconsistencies are combined with the growing gap between the original intent of the residential parking program and today's city shaping goals. There is also a lack of clarity in how the program works and who is eligible to participate which can often lead to misconceptions and mistaken expectations. Though the residential parking program continues to provide a service today, the issues it faces are growing in both size and severity. Long-term sustainability is unlikely without program reforms.

2. Benefits and Risks of a Residential Parking Program

Residential parking programs are used in many cities to provide people who live in neighbourhoods with high parking congestion with greater certainty in finding parking. Typically, the general public is only able to park for a maximum time period in these areas (e.g.: two or three hours) while permit holders can exceed those time limits and park on the street for longer. This balances the needs of visitors who rely on publicly owned on-street parking with residents who may need an advantage to be able to reliably park on the street near their home.

Residential parking programs are an important tool in redevelopment. As communities grow and change, buildings with different characteristics and contexts will interface with the original buildings and residents. A residential parking program can be useful in easing redevelopment pressure by providing older and lower density homes this advantage over newer high density and mixed-use buildings which typically have on-site parking.

Along with these benefits, residential parking programs also have risks associated with them. Residential permits are a premium service over and above what most citizens see. Because of this there are costs associated with operating these programs and along with them the higher level of enforcement needed. There is also a need to balance providing this premium service with the need for visitors and other citizens to be able to use public assets.

3. Previous Council Direction

At the 2015 January 12 Meeting of Council, Council adopted the consolidated parking policy workplan (TT2014-0935) by omnibus motion. This report that includes “Review Residential Parking Permit Program” among several parking related policy updates and pilot projects that form the multi-year work plan.

Council’s direction for the review (TT2014-0935, Attachment 1) states four objectives:

- Improved customer service,
- Long-term financial sustainability of the program,
- Efficient use of street space, and
- Aligned to the Municipal Development Plan and Calgary Transportation Plan.

These directions were used along with general parking policy principles that Council has previously approved (TT2012-0659 and TT2013-0225). These are:

- Promote efficiency
- Set expectations and reduce uncertainty
- Ensure fairness
- Ensure consistency
- Provide predictability
- Provide Transparency

At the 2020 November 2 Meeting of Council, Council referred residential policy updates back to the Standing Policy Committee on Transportation and Transit and directed Administration to complete further consultation with Members of Council and stakeholders to further refine the recommendations.

Calgary Parking Policies:

Calgary Parking Policies (TP017), formerly called A Parking Policy Framework for Calgary, is Calgary’s combined parking strategy and policy. Since 2011, Council and Administration have systematically modernized this document one section at a time. Guided by a series of Council-approved work plans, major areas and gaps in parking strategy have been addressed through regular updates and additions. The renewed parking policies are data-driven, future-focused and aligned to objectives of the Municipal Development Plan and Calgary Transportation Plan

(MDP/CTP). Reviewing residential parking policy is the final major deliverable of the most recent work plan.

4. Policy Development

Calgary's parking policies are based on the principles of treating citizens with fairness and transparency combined with the principles of managing the system in a way that maximizes efficiency and customer experience. On-street parking is a public asset that is managed for the benefit of the entire community. The needs of residents, visitors, businesses and services all compete for scarce parking resources and these need to be balanced through thoughtful policy development.

Consistency and Fairness

This was an overarching theme during all phases of public engagement. Calgarians have a variety of views about fairness, either as visitors and businesses looking to have fair access to public space in the neighbourhoods they visit, or residents looking to have reasonable access to the neighbourhood they live in. Though the opinions differ, the concern with fairness highlights the pressures that residential areas face and the need to balance these perspectives.

A key change to ensure consistency is better use of data. Relying on data on an ongoing basis ensures that each residential zone is being managed using the same criteria and considerations, particularly when determining block-level restrictions. This means that there will be greater consistency across zones and that neighbourhoods with similar issues will be managed in similar ways.

Flexibility

As Calgary has evolved in the past 45 years so has the ways in which Calgarians live and travel. There are more travel options today and more services that people receive at their homes. Calgary has also grown substantially which increases the amount of travel in the city and accordingly parking pressures in some residential neighbourhoods. A static residential parking program that sets parking restrictions and leaves them unchanged, sometimes for decades, does not reflect the need to be better more responsive to communities as they evolve.

A revised residential parking program needs to be more agile to respond to changes in communities actively instead of passively or not at all. Streamlining the processes of creating, changing and managing zones along with better data use will make the program more adaptive and quicker to respond to neighbourhood issues.

Efficiency and Productivity

In many residential parking zones, parking congestion and the tools used to manage it do not reflect one another. In most cases, The City does not use data when actively managing block-level parking restrictions within residential parking zones; rather, residents to choose their own management regime according to their preference. This sometimes leads to overregulation

where streets have highly restrictive parking but little use. Overregulation has many downsides for many users. In most cases there is more reliance on visitor permits even for short term visits which add effort for residents and unease for visitors. Business also suffer because simple deliveries or service calls can require a permit. This is especially frustrating on streets that are largely unused and represents a loss in the productivity parking infrastructure adds to the city.

By regulating on-street parking appropriately, the city can better align the issues observed with the tools needed to manage them. This means that parking is managed as stringently as it is needed to be, but no more, unlocking value by allowing street parking to be used by short-term visitors and businesses serving residents. This makes short-term parking easier for visitors and businesses while still protecting parking access for residents.

User Payment

Residential parking permit holders receive a premium service that is not available to most citizens. The residential parking program incurs operating costs but does not recover fees from the majority of permit holders. City services that primarily benefit particular users are normally fully fee supported. The principles guiding how City services should be funded either with a user fee or tax subsidy are contained in the User Fees and Subsidies Policy (CFO010.)

The current residential parking program only charges a fraction of users and most permit holders pay no fee at all. Furthermore, the fees that are charged for the minority of permits do not reflect the level of service provided for that permit. This does not align program costs with those who benefit or recognize or value of the public parking asset. Moving to a cost recovery fee structure, program costs will shift to those that use the service and better reflect the value of the premium service. User fees also provide an additional incentive to use space efficiently as residents can choose to park in a driveway or garage at no cost to them or choose to obtain a permit if they see good value in it.

Responsible Management of a Scarce Resource

Residential areas, like all areas of the city only have a set supply of curb space that is available for parking. Given the fixed supply, it can be important to manage the number of permits issued, particularly in busy residential zones. If the number of permits issued in a zone is too high the available on-street parking can be easily overwhelmed. Calgary is only beginning to see this issue, but it is common across North America.

The risk of overselling is especially acute in multi-residential settings where the number of residents is much higher in relation to available curb space for parking. This is reflected in land use planning where large format buildings typically have visitor parking on-site, but low-density homes do not. To manage the risk of overselling, reasonable limits on parking permits are necessary. It is useful to set clear rules on the number of permits that dwellings may have and limits on how large of building can participate in the program.

5. Customer Experiences

Mrs. Johnston – Retired Homeowner

The Resident's Customer Experience

The neighbourhood was a lot quieter when we first moved here in 1968. Back then there were more kids playing around and a lot fewer cars driving by. When the CTrain opened up in the '87 people started to park here and walk to the station four blocks away. I didn't mind at first. Most looked like university students who didn't have lots of money for parking. They were usually just there for a few hours anyway. But after about ten years our street became completely full. I even stopped visiting friends when the weather was bad just in case I couldn't find parking when I got home. Eventually we had enough and started a petition to get permit parking. Nowadays the students are gone and I can park again, but it's also a pain. When our grandchildren come to visit, we have to remember to register their car. I wish there was an easier way.

The Singh's – A Busy Family of Four

The Visitor's Customer Experience

We're constantly on the move. One day it's basketball another it's swimming but there's always something. When we visit my in-laws I always cringe – they live in a fancy neighbourhood with permit parking. It's completely unnecessary. We never see cars parked on the street, but we always see officers driving by. Our neighbourhood is busy too but we just park in our driveway. How did this happen and why am I paying for it? It's my city too.

Mr. Song – Independent Appliance Repairperson

The Business's Customer Experience

My customers live all across the city and I never know where I'm headed more than a few days in advance. When I head to a new customer, I always worry about finding parking, especially in older neighbourhoods. Permit only parking really makes my life difficult and every year there seems to be more and more streets with them and lots of those streets are almost empty.

Customers sometimes register my van as a visitor when they remember or if I ask, but not everyone has a visitor permit or knows how to use it. When this happens, I have to risk a parking ticket or lose the business. I'm usually only there for about an hour. Sometimes I'm ok but when I do get a ticket it costs more than the profit I make on the call. I'm a citizen and a taxpayer; why can't I park on the street?

6. Policy Update and Program Description

The intent of the proposed residential policy is twofold. There is a need to address the current policy gap where there is no specific Council policy for residential areas. The second is to modernize the Residential Parking Program by streamlining how it is managed, clarifying rules and bringing it into alignment with The City's land use and transportation goals. The following sections show issues uncovered in engagement and in managing the program and discusses revised policy directions to address each issue. A summary chart follows.

Creating and Changing Residential Parking Zones

New residential zones require a bylaw amendment which is time-consuming for both Council and Administration and significantly hampers how responsive The City can be to new parking concerns. The policy addresses this by establishing clear criteria, informed by engagement and data, guiding when it is appropriate to have a zone and allowing Administration to manage them. Zones will be published by Administration and no longer be part of the Traffic bylaw.

Establishing and Changing Parking Restrictions Within a Zone

Today a petition process is used, allowing residents to choose their own preferred parking restrictions. No data is used to determine if the choice is appropriate and no follow-up is even done. This can lead to overregulation (parking is more restrictive than needed, causing problems for visitors and businesses) and functionless zones (restrictions are in place for a parking generator that is no longer there.) To address this, the policy relies on data for ongoing evaluation of parking restrictions. After a petition, an evaluation of the parking issues will inform the restrictions that are used. Zones will be evaluated every three years (or through request) to ensure the restrictions remain appropriate. If a zone is no longer useful, Administration can remove it.

Establishing Reasonable Permit Limits

In most cases today, there is no limit to the amount of permits a residence can obtain. However, on-street parking is a fixed asset and only a certain number of vehicles can be accommodated on the street. Furthermore, on-street parking is also necessary for the visitors and businesses visiting the area who often don't have access to on-site parking. To prevent overselling permits in residential areas the policy proposes caps for permits per dwelling.

Clarifying Multi-Residential Dwelling Eligibility

Rules are not clear for when and how multi-residential buildings participate in the Residential Parking Program. Though it is clear there is no on-street capacity to accommodate every vehicle from a very large building, most multi-residential buildings can participate today. The policy addresses this by establishing classes of dwellings with clear eligibility rules. Very large, dense buildings are not able to participate, medium-density buildings participate with a small permit cap and low-density buildings can participate with larger permit caps.

Support Residents, Visitors and Businesses

On-street parking is a public good that benefits all citizens. It is important that every area of Calgary can be accessed not only by the people who live there, but also by the people who visit friends, family and amenities and by the business that provide services and make deliveries in the area. The policy addresses this by keeping parking restrictions at the minimum needed to

address the issues seen and by ensuring that every neighbourhood has some form of visitor parking.

Introduce Interface Areas

Interface areas (where residential and commercial parking overlap) have been contemplated since 2011 but have only been used as a pilot project. In dense communities where there are a mix of uses it can make sense to have paid on-street parking (guided by commercial policies) and residential permit parking (guided by residential policies) simultaneously on the same street. This can benefit both groups through better efficiency and availability and has other advantages such as reduced traffic. The policy allows for the limited expansion of interface areas when warranted and guides their use.

Improve Affordability

The Residential Parking Program is not free to operate but most users do not pay for their use of it. This moves the costs to taxpayers though few people see the benefit. As the program offers a premium service over and above what most Calgarians see, user fees should share these costs. Furthermore, the program should provide good value to those who do use it. To ensure affordability for users and taxpayers the policy sets a financial strategy that aims for cost recovery.

Summary of Policy Updates

<i>Residential Parking Program Topics</i>		
<i>Topic</i>	<i>Current Program</i>	<i>Proposed Program</i>
<i>Establishing New Zones</i>	<p>Council must adopt a bylaw amendment for each new zone or change of zone.</p> <p><i>This is time consuming and affects how responsive The City can be to parking concerns.</i></p>	<p>Administration will establish new zones based on criteria in the policy.</p> <p><i>This method is faster, more efficient and uses uniform criteria for creating new zones.</i></p>
<i>On-Street Parking Controls</i>	<p>Residents obtain a petition package from The City and if successful, decide what parking restrictions that will be used (from a selection of options).</p> <p><i>This process often leads to inefficient parking as conditions are not reviewed and no data is collected. Restrictions can be stagnant for years and no longer meet the needs of residents. Only residential properties participate in petitions, so businesses are unfairly represented.</i></p>	<p>Data will be used to assess the extent of parking issues and an appropriate restriction will be used. Periodic monitoring reconfirms that restrictions are either working, or if not will recommend a change.</p> <p>Every neighbourhood will have visitor parking options.</p> <p><i>This process uses data, like how other areas of other policy operate. Parking restrictions fit the issues observed and may evolve over time as neighbourhoods change.</i></p>
<i>Removing Zones</i>	<p>Zones are not removed unless directed by Council.</p>	<p>Periodic monitoring adjusts zones and when zones are no longer used, they are automatically removed.</p>

This has led to orphaned zones that remain in communities that no longer have parking issues.

This self-adjustment promotes efficiency and reduces the possibility of orphaned zones.

Residential Parking Program Topics		
Topic	Current Program	Proposed Program
Eligibility (ground-oriented homes)	<p>Low-density homes are eligible for permits when their street is in a zone and has a parking restriction. Residents receive up to two visitor permits and two resident permits at no cost and an unlimited number or additional permits can be purchased.</p> <p><i>Unlimited permits do not promote efficiency and can lead to oversubscription. Unpriced permits do not promote the use of off-street residential parking such as driveways and garages.</i></p>	<p>Low-density homes are eligible for permits when their street is in a zone and has a parking restriction. Residents receive up to two visitor permits and three resident permits using a sliding scale price model.</p> <p><i>Limiting permits reduces the risk of oversubscription and pricing promotes the use of off-street parking while allowing residents to choose the number of permits appropriate for their household.</i></p>
Eligibility (multi-residential homes)	<p>Multi-residential dwellings may be eligible for permits but may also be excluded for several reasons. The criteria are not clearly published today. Many residents are unaware of the program or details.</p> <p><i>Generally multi-residential residents can participate in the program, but it is unclear who is excluded and why.</i></p>	<p>Clear multi-residential criteria will show who can participate by dwelling type/size and will be uniform across the city. New types of permits add flexibility for multi-residential residents.</p> <p><i>Clear criteria will make it easier to understand the system and changes to permit types will add additional flexibility.</i></p>
Religious and Community Organizations	<p>Qualifying religious institutions, community associations and schools can obtain permits based on rules established in the Traffic Bylaw</p> <p><i>Some community groups are eligible for a small number of permits based on their location and needs.</i></p>	<p>No Change</p> <p><i>These groups remain eligible.</i></p>
Interface Areas	<p>Only used in pilot program area (Cliff Bungalow/Mission). Non-residents can access the space via paid parking, whereas residents may park in the same space as if it was a residential parking zone.</p> <p><i>A successful pilot has been using this approach since 2017.</i></p>	<p>Allowed in areas designated by Council as pricing or interface areas in the Calgary Parking Policies document.</p> <p><i>Interface areas will be allowed within pricing areas guided by the rules in the policy. New interface areas can be added from time to time by amending the policy.</i></p>

Residential Parking Program Topics		
Topic	Current Program	Proposed Program
Visitor Parking	<p>Visitor parking varies by neighbourhood. In some areas hourly parking can be found readily while in others there may be none at all. Visitor permits are used where this is the case.</p> <p>Some user groups do not have easy access to visitor parking such as service businesses and trades contractors.</p> <p><i>Visitor permits are used where necessary but can be inconvenient. Businesses do not always have equal access to communities and need to use special permits.</i></p>	<p>Every neighbourhood will have visitor parking options. More neighbourhoods will see hourly parking (except by permit) more often to make visitor parking easier. Visitor permits will still be available.</p> <p><i>Short-term visitors will see more convenient access to visitor parking and will not have to register vehicles more often than today. Fewer businesses that provide services to homes will need to use visitor permits, though special permits will continue to be used for longer-term needs.</i></p>
Fees	<p>Two visitor permits and first two residential permits are available for free. Additional residential permits can be purchased for \$52 per year.</p>	<p>Residential and visitor permits are available with varying degrees of subsidy based on three options presented for Council.</p>

The full policy amendment for approval is contained in the appendix.

Visitor Parking Policy

As an additional matter of housekeeping, a related policy is recommended to be rescinded. The Visitor Parking Permit Policy (LUP005) was adopted in 1986 to establish the process and rules for issuing visitor permits in residential parking zones. This policy was later incorporated into the Traffic Bylaw (26M96.) As a matter of precedence and custom, a bylaw supersedes a Council policy and in this case the policy is no longer used for this reason. Therefore, Administration recommends rescinding the Visitor Parking Permit Policy as housekeeping.

7. Benchmarking, Comparisons and Pilot Programs

Most major metropolitan areas have one or more programs to manage residential parking, however there is great variation in their details. This scan looks at the major risks or issues that these programs attempt to correct and the different solutions that are used. The primary use of residential parking programs in North America is to counter the risk of spillover from popular nearby sites. These popular areas can generate parking congestion, and if nearby on-street parking is not managed appropriately, there can be an incentive for visiting parkers to overwhelm available space to the disadvantage of residents. Common examples of major

parking generators are central business districts, universities, shopping malls, hospitals, arenas, and main streets. Larger cities tend to have more of these generators and more parking congestion.

Programs in Canada

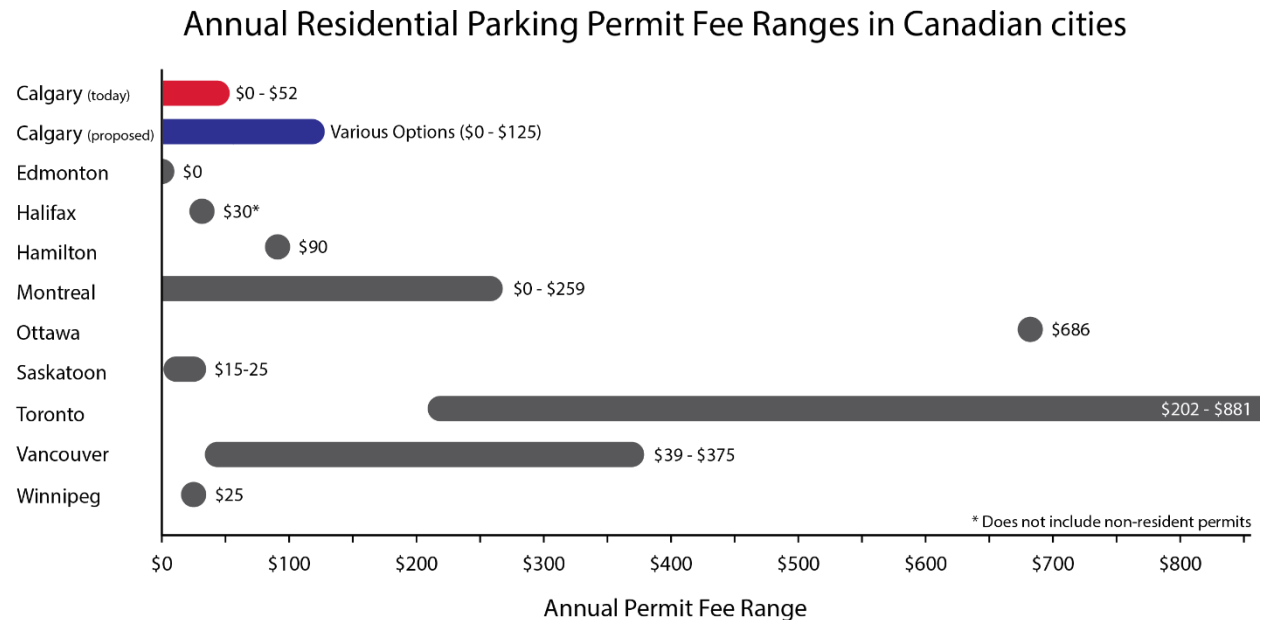
Across Canada most medium and large cities have a residential parking program. Their scope and tools used generally reflect city size and parking congestion. The following chart outlines the parking programs of ten Canadian cities. Fees are based on 2019-2020 rates and do not include taxes.

<i>Residential Parking Programs in Canada</i>		
<i>City</i>	<i>Program Summary</i>	<i>Permits and Fees</i>
<i>Calgary (current)</i>	Available to most residents in a residential zone. Vehicles must be registered to address. Zones allow for visitor permits (except for CBZ and special cases). Residents choose parking restriction through a petition. Three zones have alternate rules and fees.	Unlimited permits. First two free and additional \$52 per year. Maximum of two visitor permits for free.
<i>Edmonton</i>	Available to most residents in a residential zone. Vehicles must be registered to address. Select zones allow for visitor permits. All zones require some public parking. Minimum size of zone required.	Two permits per address maximum - free. Two visitor permits for free.
<i>Halifax</i>	Annual permits available to residents in buildings with 3 or fewer units. Monthly permits available to anyone (on select streets only.)	One permit per address maximum. Annual permits \$30 per year. Monthly permits \$30-45 per month.
<i>Hamilton</i>	Available to most residents in a residential zone. Vehicles must be registered to address. Two zone types based on congestion. Multi-residential residents must demonstrate on-site parking is unavailable.	Unlimited permits - \$88 per year.
<i>Montreal</i>	Available to most residents in a residential zone. Vehicle must be registered to a person at the address (maximum of one vehicle per person.) Daily and monthly permits for visitors and employees are available in some areas. All zones require some public parking. Boroughs set fees and maximums individually (different prices in different communities.)	One permit per person – Annual fees \$13-260 based on borough. Fees based on vehicle efficiency in some boroughs.

Residential Parking Programs in Canada		
City	Program Summary	Permits and Fees
Ottawa	<p>Available only to residents of a zone who both have no available off-street parking and demonstrate a need for on-street parking.</p> <p>Permits caps set per block. Residents can purchase more than one permit only if there is no waiting list for the block.</p> <p>Generally, all blocks allow visitor parking for 1-2 hours; permits exempt residents.</p> <p>Visitor permits can be purchased by week for out-of-town guests, and short-term visitor permits (up to 3 hours) can be purchased in some zones based on need.</p>	<p>Permits based on need with no maximum - \$660 per year.</p> <p>Permits also available monthly; winter rates substantially higher than summer rates.</p>
Saskatoon	<p>Available to most residents in a residential zone. Vehicles must be registered to address.</p> <p>Two zone types based on congestion.</p> <p>Some multi-residential residents participate and by demonstrating on-site parking is unavailable.</p> <p>Commercial buildings also participate.</p>	<p>One permit per person - \$25 per year</p> <p>One visitor permit per residence - \$5-25 per year.</p>
Toronto	<p>Available to residents of a zone who demonstrate a need for on-street parking.</p> <p>Permits caps set per block. Residents can purchase permits only if there is no waiting list for the block.</p> <p>Generally, all blocks allow visitor parking for 1-3 hours; permits exempt residents.</p> <p>Mixed residential/ commercial zones exist (interface areas.)</p>	<p>Permits based on need with no maximum and sold on a month-to-month basis.</p> <p>The first vehicle at a residence with no on-site parking is \$226 per year. Additional permits are \$476.</p> <p>Convenience permits (when on-site is available) are \$667 per year if there is no waitlist.</p>
Vancouver	<p>Available to most residents in a residential zone. Vehicles must be registered to address.</p> <p>Residents agree to parking restrictions through a petition process; City uses data to select the restriction.</p> <p>All zones require some public parking.</p> <p>Visitor parking permits available with documentation.</p>	<p>Unlimited permits - \$39-386 per year based on zone.</p> <p>Visitor permits - \$10 per week for up to three months.</p>
Winnipeg	<p>Available to most residents in a residential zone. Vehicles must be registered to address.</p> <p>All blocks allow visitor parking for 1-2 hours; permits exempt residents.</p> <p>Mixed residential/ commercial zones exist (interface areas.)</p>	<p>Maximum three permits - \$25 per year.</p> <p>Maximum of two visitor permits only available for 2-week stay - free to \$5</p>

Fee Structures in Canada

The following chart shows the ranges of permit fees in Canadian cities.



Public Engagement

As a basis for beginning the program review, Administration first looked at the problems and issues citizens regularly expressed about residential parking and the residential parking program. These issues primarily include visitor parking, consistency of parking restrictions, spillover issues near hospitals and post-secondary schools, access for businesses that serve residential areas and the ease of use of the program. These then framed the core technical issues considered in the review.

Public engagement consisted of two phases which included ten in-person events and online engagement. The first phase explored the problems and benefits of the existing program. Walkshops explored these issues in-depth with Calgarians in their communities. Open houses and online engagement gathered feedback in more traditional ways. Administration proposed various solutions to the issues that were uncovered and then held a second phase of engagement to test the soundness of the different proposed solutions. Preferences, values and feedback were then used to piece together a revised residential parking program.

Administration also engaged with Business Improvement Areas (BIAs) and other business group stakeholders that had traditionally been excluded from residential parking conversations.

The most common engagement themes were:

- RPP Zones are difficult to create and remove
- Parking restrictions are applied inconsistently
- Resident only parking is “exclusive” or “elitist”
- Visitors cannot easily access some neighbourhoods

- Residential parking fees should recover program costs
- Multi-residential buildings have inconsistent access to residential parking
- Businesses need access to their residential customers

Mission Hybrid Pilot

In 2016 Administration began a pilot project in the communities of Cliff Bungalow and Mission to test a hybrid parking solution for mixed use neighbourhoods. Calgary's parking program has always used discrete policies for residential and commercial areas, which in some cases leads to tensions that do not benefit either residents or businesses. Commercial and residential parking often have opposing demand patterns and efficiencies can be found through more creative policy.

The pilot project blends elements of the commercial and residential systems by allowing the paid parking system used in the adjacent commercial areas to blend into the residential area. The objectives are to create efficiencies by allowing for empty street space to be used more often and to introduce flexibility and resiliency into a system with static rules. This has distinct benefits for both the commercial and residential areas. Commercial areas benefit from additional street parking during business hours where residents are typically away. Resident permit holders, who are exempt from the time and hourly payment conditions of the hybrid zones, see benefit from more parking availability for their visitors. The City sees added benefit from the more efficient use of on-street parking overall. The final benefit of the pilot program is the encouragement of commercial customer vehicles back to commercial streets through the elimination of 'free parking' in the adjacent residential areas.

Flexible Permits

Calgary operates two special residential parking zones in portions of the Bridgeland and Somerset communities. These zones are unique to medium-density multi-residential settings and offers a permit that can be used interchangeably by residents or visitors (flex-permit). Residents are only able to obtain one permit per dwelling, and they are charged a fee for the permit. The flex-permits recognize that denser neighbourhoods could not support as many permits per home as lower density ones can but offer a more flexible alternative in exchange. This system has been successful in the two zones that use it and represents a good application of the fairness, productivity, user fee and responsible management principles.

CBZ Permit Zone

The residential permit zone CBZ is a special area established by Council in 1997 (TTP97-28) as a temporary response to parking concerns raised in the Eau Claire community. At the time, residents were accustomed to on-street parking but as development accelerated in the 1990s, parking availability in Eau Claire decreased. To address the concern, Council adopted a grandfathering arrangement where some multi-residential buildings are provided a specified number of parking permits in addition to their individual off-street space, on a transitional basis. In analyzing the CBZ area, Administration reviewed the history and conditions around the unique situation and determined that the provisions were inconsistent with Council's current guiding principles for parking policies. Specifically, issuing these permits does not ensure

consistency in the system, fairness to citizens or efficiency in managing public space. When reviewing the zone considering the principles in this report, it additionally does not align with the user fee and responsible management principles. Because of these misalignments, the CBZ zone is not a model for a renewed residential program and Administration recommends removing this zone after an adjustment period to phase out permits.

8. Financial Impact and Strategy

Current Fee and Eligibility Structure

Under the residential parking program, most residents are eligible for an unlimited number of on-street permits. Except for special areas specified below, residents can apply for two residential permits (tied to a vehicle registered at the address) and two visitor permits (useable by any visiting vehicle with registration) at no cost. Additional residential permits can be purchased for \$52 per year and there is no maximum number of permits. Because of this, most households do not pay until obtaining their fifth or greater permit (only four percent of permitholders.)

Permits are also charged in two special cases. Some multi-residential buildings in the Somerset and Bridgeland communities participate in flexible permitting areas where residents can purchase permits for \$52 per year that can be used interchangeably by residents or visitors (referred to as a flex-permit). These are limited to one per address, and the arrangement is offered only in these areas. Additionally, select buildings in the central business district are eligible for CBZ zone permits. Unlike other areas, these are tied to specific building owners or managers and are available for \$25 per year.

Most households in Calgary have four or less permits, with a city-wide average of 2.3 per participating address (which includes both residential and visitor permits.) No address has more than seven permits.

<i>Permit Use, Fees and Revenue (2018/2019)</i>			
<i>Permit Type</i>	<i>Total Permits</i>	<i>Cost Per Permit</i>	<i>Total Revenue</i>
<i>Residential Permit</i>	35,878	Free/\$52 after 2 nd	\$94,500
<i>Visitor Permit</i>	20,786	Free	-
<i>Special Zones</i>	266	\$52	\$6,500
<i>CBZ Zone</i>	225	\$25	\$5,600
<i>Other*</i>	674	Free*	-
<i>Total</i>	57,829		\$101,000

** Other permits include special permits such as temporary permits for residents with out-of-province registration, construction vehicles working in RPP zones and non-resident landlords. These have varying fees based on the use and are not counted in program revenue.*

Program Expenses

Calgary's residential parking program operates with a substantial deficit. Despite rigorous cost cutting measures over the past four years using automated enforcement and online payment, resources are still needed to manage the program. Administrative costs and customer service staff are needed to provide permits to residents. Software is used to manage permits and eligibility criteria. Permit areas also require signs along with necessary traffic engineering work. For Residential Parking Areas, enforcement is also a net cost as compliance is generally high and fines within the zones do not typically cover the costs. Finally, there is also a loss of revenue in the centre city where residential parking for the exclusive use of residents would otherwise be paid on-street parking.

<i>Average Annual Program Expenses</i>	
<i>Program Component</i>	<i>Annual Expense</i>
<i>Administration/ Customer Service</i>	\$266,000
<i>Software Systems</i>	\$96,000
<i>Net Enforcement</i>	\$556,000
<i>Engineering, Analysis and Signage</i>	\$140,000
<i>Lost Revenue</i>	\$311,000
<i>Total Cost to City</i>	\$1,369,000

The revised policy realizes savings from efficiencies and adds some additional costs from the increased use of data. Efficiencies are expected in administrative costs, the elimination of lost revenue and enforcement cost reductions in specific areas. New costs include data collection and analysis and additional provisions for signage changes to allow for zones to gradually adjust when needed (expected to decline over time.)

<i>Estimated New Annual Program Expenses</i>	
<i>Program Component</i>	<i>Annual Expense</i>
<i>Administration/ Customer Service</i>	\$240,000
<i>Software Systems</i>	\$96,000
<i>Net Enforcement</i>	\$450,000
<i>Engineering, Analysis and Signage</i>	\$210,000
<i>Data Collection and Analysis</i>	\$85,000
<i>Total Cost to City</i>	\$1,081,000

Approach to Fee Changes

In creating a fee strategy, Administration focused on Council's direction to achieve long-term financial sustainability for the program and took additional guidance from the User Fees and Subsidies Council Policy (CFO010) as well as the findings of the Financial Task force. Together, these all support moving towards a full cost recovery model for residential parking.

The proposed policy includes a fee strategy based on two economic outcomes. The first is to minimally recover the costs to operate the program. This strategy directly relates to Council's objective to reach long-term financial sustainability. The second is to set prices at a rate representative of the market. This relates to the competitive nature of parking in some areas and the problems that could be faced if prices are set either too low or too high. These provide guidelines for recommending fees over the long-term and provides boundaries for future program updates.

Because most permits are free today, the demand and elasticity of residential parking permits are not well established. This means that there is some risk that the number of permits issued in the future could be significantly less or more than today as prices change. Ongoing data collection and annual pricing adjustments can be made over time if it is shown that permits are priced inappropriately.

There is also risk is that if on-street parking is priced too low it could outcompete the off-street parking provided in a neighbourhood. Based on average vehicle ownership and current permit purchases, a cap of three residential and two visitor permits for low density dwellings and one for qualifying multi-residential dwellings is recommended. This places a limit on the number of permits that could be purchased in an area and mitigates against over-subscription.

The policy contemplates that different areas of the city may diverge over time. If the market for parking in one area would push prices up while other areas are stable, Administration could propose different tiers of pricing in different areas for Council to consider in annual fee schedules. As noted in section 7, several cities use this approach along with a cost-recovery goal for residential parking.

Consultation with Members of Council has revealed a desire to see a number of choices for program fees with differing levels of subsidy. Three options are outlined and explained on the following pages.

Fees in Interface Zones

Interface areas are neighbourhoods where there are a mix of uses and neither residential nor commercial parking policies address the issues and needs of the community. In these settings it may be beneficial to establish an interface area which allows elements of each policy to overlap. Because of the nature of these parking zones, additional factors also need to be considered.

In interface zones visitor parking is provided through hourly on-street parking. Their very purpose is to provide more visitor parking options and free up stalls by promoting a more efficient use of space. Visitor permits go against this efficiency and are unneeded because of the availability of visitor space. It is not possible to effectively run interface areas if visitor permits are also extensively used. Therefore, residents in interface areas should not be eligible for visitor permits and flex-permits.

Fee Options

Three permit fee options and the current program are outlined in this section, each with a differing combination of fee and tax-support. Calgary remains an outlier among Canada cities by offering an extensive residential parking program without annual fees. Program fees both offset the expenses of the report and improve efficiencies of parking policies by better representing the value of the service. When parking is priced at less than its value, there is little economic incentive to use it efficiently and there is risk that permit parking is oversells capacity. Artificially low prices can outcompete other parking options such as privately-operated parking lots and developments where parking is decoupled from dwelling units, which reduces efficiency across the system. In all options, fees should not be seen as static and will need to respond to pricing pressures over time such as inflation and parking congestion.

A discussion and recommendation follows the options.

Option A

This option recovers some costs but continues to rely on subsidies for a majority of program costs. A first permit is offered at no cost which reduces barriers to accessing the program, but additional permits and visitor permits would see a minimal administrative fee of \$15 per year.

Option A provides minimal efficiency benefits with low prices and accepts a higher risk that on-street parking outcompetes private parking in busy areas. However, program fees are expected to generate some revenue to partially offset program expenses with an expected range from \$200K to \$650K per year.

<i>Proposed Annual Permit Fees (Option A)</i>		
<i>Residential Areas</i>	<i>Ground-Oriented</i>	<i>Multi-Residential</i>
<i>1st Residential Permit</i>	\$0	N/A
<i>2nd Residential Permit</i>	\$15	N/A
<i>3rd Residential Permit</i>	\$15	N/A
<i>Visitor Permit (max 2)</i>	\$15	N/A
<i>Flex Permit</i>	N/A	\$15
<i>Interface Areas</i>	<i>Ground-Oriented</i>	<i>Multi-Residential</i>
<i>1st Residential Permit</i>	\$0	\$0
<i>2nd Residential Permit</i>	\$15	N/A
<i>3rd Residential Permit</i>	\$15	N/A
<i>Visitor Permit</i>	N/A	N/A
<i>Flex Permit</i>	N/A	N/A

Option B

This option represents partial cost-recovery. Fees remain relatively low compared to Option C, especially for first permits, but tax support is still partly relied on.

Option B uses a sliding scale which encourages some efficiency. A small fee for first permits continues to reduce barriers to participation like option A, but the option provides better efficiency benefits and lowers the risk that on-street parking outcompetes private parking in busy areas compared to option A. Program revenue is expected range from \$460K to \$1.2M.

<i>Proposed Annual Permit Fees (Option B)</i>		
<i>Residential Areas</i>	<i>Ground-Oriented</i>	<i>Multi-Residential</i>
<i>1st Residential Permit</i>	\$15	N/A
<i>2nd Residential Permit</i>	\$30	N/A
<i>3rd Residential Permit</i>	\$60	N/A
<i>Visitor Permit (max 2)</i>	\$15	N/A
<i>Flex Permit</i>	N/A	\$30
<i>Interface Areas</i>	<i>Ground-Oriented</i>	<i>Multi-Residential</i>
<i>1st Residential Permit</i>	\$15	\$30
<i>2nd Residential Permit</i>	\$30	N/A
<i>3rd Residential Permit</i>	\$60	N/A
<i>Visitor Permit</i>	N/A	N/A
<i>Flex Permit</i>	N/A	N/A

Option C

This option represents full cost-recovery for the residential parking program. A base fee of \$75 is used for permits but in cases where multiple permits are possible, this is expanded to a low, base and high case that represents a sliding scale which encourages efficiency.

Option C encourages better efficiency and reduces the risk that on-street parking outcompetes other parking options, but rates may still be too low in some areas with significant parking pressures. Program revenue is expected to range from \$1.4M to \$3.9M.

Proposed Annual Permit Fees (Option C)		
Residential Areas	Ground-Oriented	Multi-Residential
<i>1st Residential Permit</i>	\$50	N/A
<i>2nd Residential Permit</i>	\$75	N/A
<i>3rd Residential Permit</i>	\$125	N/A
<i>Visitor Permit (max 2)</i>	\$75	N/A
<i>Flex Permit</i>	N/A	\$75
Interface Areas	Ground-Oriented	Multi-Residential
<i>1st Residential Permit</i>	\$50	\$75
<i>2nd Residential Permit</i>	\$75	N/A
<i>3rd Residential Permit</i>	\$125	N/A
<i>Visitor Permit</i>	N/A	N/A
<i>Flex Permit</i>	N/A	N/A

Status Quo

This option recovers a small amount from fees but they are payed only by certain permit holders. The program is almost completely tax-supported and barriers to entry differ based on community.

The current program provides minimal efficiency benefits with low or no prices and on-street parking outcompetes private parking in some communities.

Current Permit Fees (Status Quo)		
Residential Areas	Ground-Oriented	Multi-Residential
<i>1st Residential Permit</i>	Free	Free or \$52
<i>2nd Residential Permit</i>	Free	Free or N/A
<i>3rd and more Residential Permits</i>	\$52 each	\$52 each or N/A
<i>Visitor Permit (max 2)</i>	Free	Free
<i>Flex Permit</i>	N/A	N/A or \$52

Comparison and Recommendation

The three options provided each represent a different level of cost recovery, but along with that, different risks and different expected efficiencies. The following chart compares the three options and current program against five criteria:

- *Cost recovery:* The fees are expected to cover program expenses
- *Low fees:* Interim fees remain low for users
- *Promotes efficient parking:* The fee structure encourages efficiency
- *Reduces barriers to entry:* Fees are nominal for a first permit

- *Manages risk of overselling:* Fees are not set too low and interfere with the market
- *Improves Fairness:* Fees are not disproportionate

<i>Option Comparison</i>				
<i>Criteria</i>	<i>Option A</i>	<i>Option B</i>	<i>Option C</i>	<i>Current</i>
<i>Cost Recovery</i>	✗	✗	Best	✗
<i>Low Fees</i>	✓	✓	✗	Best
<i>Promotes Efficient Parking</i>	✗	✗	✓	✗
<i>Reduces Barriers to Entry</i>	✓	✓	✗	Best
<i>Manages Risk of Overselling</i>	✗	✗	✓	✗
<i>Improves Fairness</i>	Best	✓	✓	✗
<i>Overall Ranking</i>	2 nd	4 th	3 rd	1 st

Meets objective: ✓

Does not meet objective: ✗

Best option to meet objective: Best

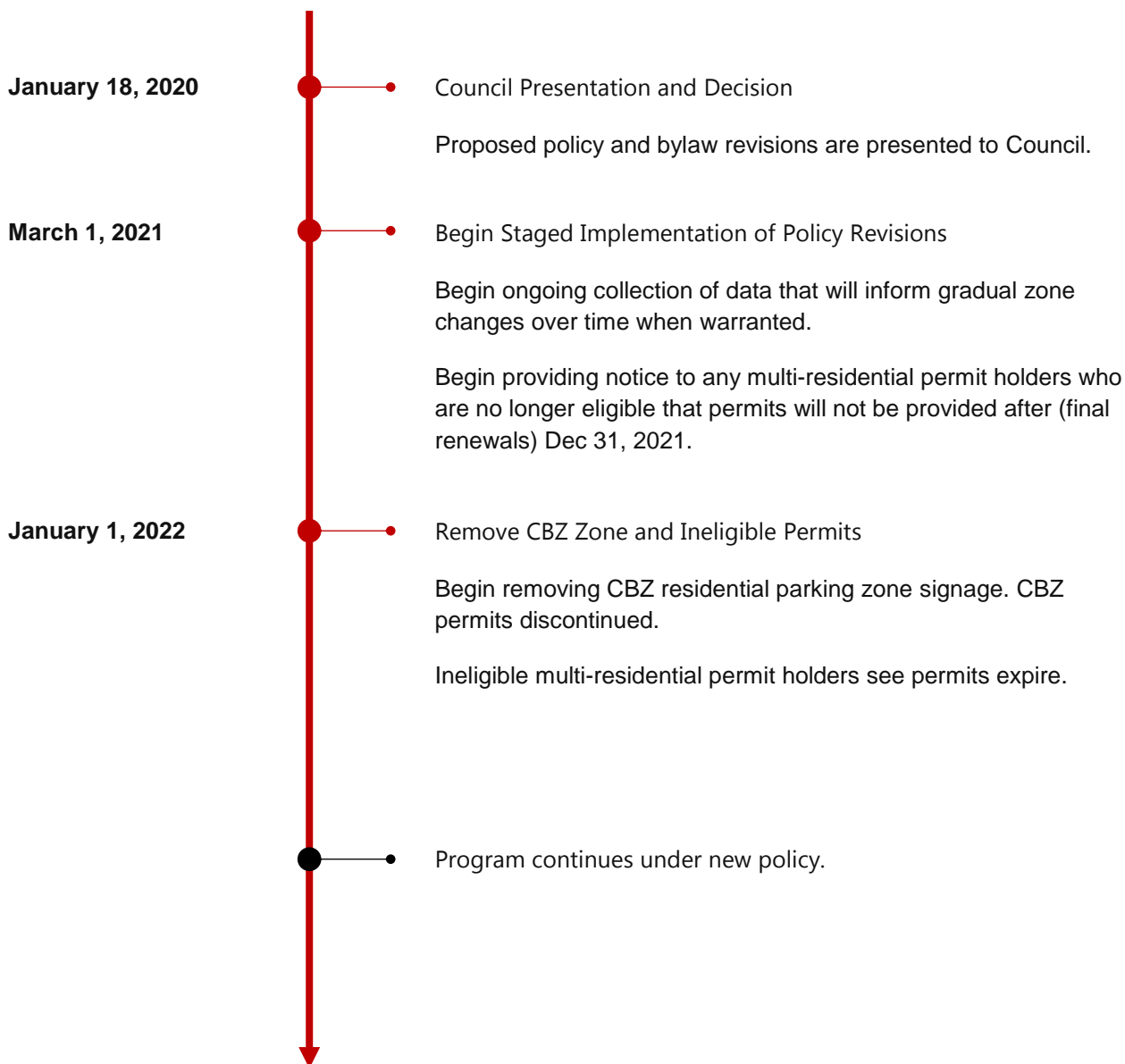
From this comparison using revised criteria, Option A scores well in the reduced barriers to entry and low fee categories and best for improving fairness. The status quo performs best in more categories than any other option, but also fails to meet several objectives. Option C performs well in most areas and provides cost recovery.

For these reasons, Administration recommends maintaining the status quo through the remainder of the business cycle. Option C should be viewed as a long-term direction to move towards.

In all options, Administration continues to recommend that fees be brought forward to the 2023-2026 service plan and budget process. This will allow for Council to review program in the context of other services and user fees, and for that review to account for reduced program costs from policy updates.

9. Implementation

The proposed residential parking policy and program will be implemented in a staged approach. This is necessary to give permit holders time to adjust choices before any fee changes and give permit holders who would no longer be eligible time to transition. It also allows Administration to begin ongoing data collection. The following chart shows the proposed schedule.



APPENDIX: Proposed Policy Update

The Calgary Parking Policies document has never incorporated a specific residential policy section. Instead, the original 2011 policy and 2017 reformatting left a section empty anticipating the Residential Parking Program Review project which was tasked with developing this policy.

The policy update is comprised of three components:

- A new residential policy including strategic directions and specific policies for parking in residential neighbourhoods.
- A new Interface areas policy for limited use in some mixed-use areas.
- Consequential amendments to ensure consistency across the entire document.

The following three tables are sections of Schedule 1 of Council Policy TP017 (the Calgary Parking Policies document.) Each table represents a section proposed for amendment to revise residential parking policies. A further table of consequential housekeeping amendments follows.

In interpreting this document, sections of the policy that have revisions are shown in right column in their entirety. The left column summarizes changes from the current policy with margin notes. Margin notes with a shaded background represent new and changed policies while notes with a blank background remain as they are in the policy with no changes.

Updates to City-Wide Parking Strategies (Section 5.1)

Updates to this section add definitions to the existing policy to support the proposed new residential and interface parking policy sections.

Notes	Policy Update for Approval
<p>Residential areas clarified to recognize a mix of uses</p>	<p>Section 5.1 On Street Management Processes</p> <p>The policies contained within this document should be regularly applied to on street parking in Calgary. However, it is recognized that the policy may not address every unique circumstance – hence stakeholder engagement and thoughtful consideration will be necessary when unique circumstances need to be addressed.</p> <p>For the purposes of this document, on-street parking management strategies and policies are divided into three general areas:</p> <p>Residential Areas Areas of the city where the use of the property adjacent to the street frontage is predominantly residential but may include residential home-based businesses or live-work units and limited commercial uses.</p> <p>Commercial Areas Areas of the city where the use of the property adjacent to the street frontage contains a commercial component at ground level, including those with residential components above. Commercial activities include retail and office</p>

BRZ changed to
BIA

uses, as well as industrial activities. Commercial areas come in a variety of forms. These include:

- An individual business location in a residential area.
- A collection of businesses around an important intersection.
- Large areas with numerous small, medium and large businesses (such as a Business Improvement Areas).
- Large-format retail (e.g. Westhills or Crowfoot).
- Regional shopping malls (e.g. Chinook Centre).
- A collection of businesses in an industrial or office park.
- A collection of businesses along a major street (e.g. Macleod Trail).

Vacant lands zoned for commercial use in a broader commercial area and standalone parking facilities for commercial parkers will also be considered as part of the commercial area when considering on-street space management around these properties.

Regardless of the form or size of the commercial area, the on-street parking policies should take into consideration the entire commercial area, rather than applying on-street policies on a site-by-site basis within the commercial area. Very large, contiguous commercial areas may be broken down into finer management areas (e.g.: communities, pricing areas, BIA boundaries, etc.).

Interface areas
paragraph added
to introduction
section

Interface Areas

Areas of the city that have a mix of residential and commercial uses that can benefit from using rules for both. Interface areas recognize that parking demand gradually transitions where these two areas meet and does not abruptly change at a property line. On-street parking in many mixed use neighbourhoods needs to respond to the demand of both residential and commercial users, and an interface area can allow for a more efficient system that benefits both.

Within each of the three policy areas, there are also unique uses that may have varying policies depending on the area these include:

- parkland.
- schools.
- religious institutions.
- community and government facilities.
- utility buildings.

Specific policies for these areas may be developed at a later date. In the interim, the policies of the area (residential or commercial) that the above reside in should apply.

It should also be noted that the area-specific parking policies in Section 6 of the Calgary Parking Policies take precedence over the general policies in this section.

Definitions

	<p>Generally, the definitions used in Traffic Bylaw 26M96 (as amended) apply to these policies. In addition, the following definitions apply to policies in the Calgary Parking Policies:</p>
New definition added	<p>Flankage Street – A street where the adjoining property is bounded by the side or back of a building.</p>
New definition added	<p>Frontage Street – A street where the adjoining property is bounded by the front side of a building. Where a building on a corner lot has two front sides, the frontage street is considered the one listed as the property’s municipal address.</p>
New definition added	<p>Ground-Oriented Dwelling – A residential property where the primary access to each dwelling unit is independent. This includes detached, semi-detached and duplex houses, townhouses, rowhouses and some low profile multi-residential buildings that are below the thresholds defined in this policy.</p>
	<p>Home Space – An on-street or off-street parking space, on public or private property, that has been assigned exclusively to vehicles of a specific Carshare Organization (CSO). Home Spaces located on public property are renewed periodically by The City through a comprehensive process that gives multiple CSOs the opportunity to request spaces. CSOs must pay annual fees, as set out by The City, to apply for and use these spaces. Hourly on-street rates and time restrictions do not apply to these spaces. Use of Home Spaces is enforced by The City to ensure non-CSO vehicles do not use the space.</p>
New definition added	<p>Interface Area – An area of mixed land uses where commercial and residential policies coexist.</p>
	<p>Loading – Parking for no longer than 30 minutes, for the purposes of unloading and/or acquiring goods and/or passengers.</p> <p>Long-Stay Parking – A single session of parking that exceeds four hours in duration.</p>
New definition added	<p>Major Parking Generator – A hospital, educational institution, entertainment venue, commercial area consisting of several buildings, transportation hub or station, or other location that has a high number of visitors and generates a large amount of parking. A major parking generator typically sees more than 1,500 vehicle trips per day (or per event for locations such as stadiums) but should also consider the amount of on-site parking that the location has.</p>
	<p>Managed – On-street space is regulated by signage to establish maximum time limits for parking, pricing and/or establish dedicated space for special users.</p>
New definition added	<p>Multi-Residential Dwelling – A dwelling within a residential property containing more than four units where the primary access to more than 50</p>

per cent of dwelling units is through centralized entry points and whose ground floor has no more than 25 per cent commercial frontage.

On-Site – Located on the land parcel where a need for parking or loading has arisen.

On-Street – The space within City road right-of-way currently developed as a roadway.

Parking Management Period (PMP) – A designated portion of time in a day in which parking time restrictions and/or prices apply.

Parking Congestion – Occurs when parking supply is unable to serve parking demand, given the time restrictions and/or prices for the zone and parking management period. This would generally occur when the average occupancy of a space exceeds 80 per cent.

Pricing Area – An area where a uniform price of parking applies within a Parking Management Period.

Short-Stay Parking – A single session of parking that is four hours or less in duration.

Carshare Organization (CSO) – An entity that:

- Provides preapproved members of the public and/or multiple organizations access to a network of vehicles located in multiple locations;
- Maintains a fleet size of five (5) or more available vehicles;
- Charges for use over short periods of time (e.g. a day or less);
- Includes insurance for each member as part of preapproval;
- Provides vehicles to members using an unstaffed, self-service format;
- Does not provide taxi or limousine services;
- Ensures access is provided to available vehicles twenty-four hours a day, seven days a week; and
- Displays the emblem of the carshare organization prominently on the vehicle.

One-Way Carsharing – A carsharing system where members pick up a vehicle at one location, and deposit it at another location. Vehicles in one-way carsharing systems typically do not use Home Spaces, instead parking as though they were a privately-owned vehicle. CSOs may make special arrangements to enable the one-way carsharing vehicles to park in special locations (such as Residential Parking Permit zones).

Reserved One-Way Space – An on-street parking space on public road right-of-way that has been assigned for the use of one-way carshare vehicles. Reserved One-Way Spaces may be used by any CSO with one-way vehicles that meet the requirements set out by The City to park in the space (e.g. length of the vehicle). These spaces may be created by The City at its discretion to optimize overall on-street parking activity, and as a result eligible CSO vehicles pay normal hourly on-street rates instead of annual

	<p>fees when using the space. Use of Reserved One-Way Spaces is enforced by The City to ensure ineligible vehicles do not use the space.</p>
New definition added	<p>Residential Parking Zone (RPZ) – An area with high non-resident parking congestion that is designated by The City and where residents may obtain parking permits that exempt them from certain parking restrictions.</p>
	<p>Round-Trip Carsharing – A carsharing system where members pick up a vehicle at one location and must return it to the same location when they finish using the vehicle. Vehicles in round-trip carsharing systems typically have a Home Space assigned exclusively to each carsharing vehicle. Home Spaces may be located on public or private property, depending on the arrangements made by the CSO.</p>

****New** Residential Parking Policy (Section 5.1.1)**

This new section defines residential parking strategies and adds residential policies to the Calgary Parking Policies document.

Notes	Policy Update for Approval
<p>Entirely new section added to policy</p>	<p>5.1.1 RESIDENTIAL AREAS</p> <p>Parking in residential areas is primarily for the use of community residents and the people, businesses and services that visit them. Residential parking should accommodate all of these user groups to allow for functioning, vibrant communities. Residential properties also vary in their typology, which affects the parking availability that they have on-site and the parking demand that they generate.</p> <p>As Calgary continues to grow and change as a city, the way people travel will also change. The Municipal Development Plan (MDP) and Calgary Transportation Plan (CTP) support vibrant communities where Calgarians have more choice in housing, travel and amenities. Over time, some areas will experience increases in density and intensity which in turn attract more residents and more visitors to the area. These are partly offset with improvements to walking, biking and transit, but they also attract more traffic and more vehicles parking. As this happens, there can be an increased need to regulate parking within and near these busy areas.</p> <p>In addition to busy neighbourhoods, venues with high volumes of visitors can increase the parking pressures faced by surrounding residents. Major parking generators such as hospitals and LRT stations are common examples. In these areas, parking restrictions may be necessary to allow residents and their visitors reasonable access to their community.</p> <p>Residential neighbourhoods that are within an area specific parking strategy policy area (section 6) are exempted from these residential policies. In those neighbourhoods, the area specific policy applies.</p> <p>Parking Space Users</p> <p>On-street parking is a public asset that should be available for public use. Residential areas have many user groups, such as visitors, residents and businesses. Specific policies for on-street parking in residential areas are intended to ensure that each of these user groups has reasonable access to the places they are visiting. The policy does not further prioritize between the types of visitors. However, visitors and residents are prioritized over parkers not directly accessing the community, such as shoppers of nearby commercial areas or visitors to nearby major institutions.</p> <p><i>Area residents</i> may park on-street when space is available. On-site parking at residential properties (including garages, parking pads and driveways) is the primary parking location for residents. Convenience parking for properties without adequate on-site parking, such as historical buildings, can be accommodated on-street when there is availability.</p>

Public amenity space parkers are visitors to specific places in a residential community such as a park or community center. On-street parking adjacent to these public amenity spaces can be restricted with maximum time restrictions when appropriate but are never fully restricted to resident use only.

Short-stay residential parkers are private visitors to homes in a residential area or businesses providing services in a residential area. Visitors and businesses normally desire parking as close as possible to the residence they are visiting and have the option of using off-street parking such as driveways. Short-stay parking is accommodated on-street in residential areas in unrestricted or time restricted spaces.

Long-stay residential parkers are either visitors to a residence staying for a period of up to two weeks, or businesses that are providing prolonged, but temporary services in a residential community. Examples of visitors are out of town guests visiting friends and examples of businesses are tradespeople renovating a property over a period of several days or weeks. Long-stay parking can be accommodated on-street in some areas using unrestricted spaces but may utilize permits where restrictions are more stringent.

Commercial parkers are visiting nearby amenities such as retail shopping or major institutions. Commercial parkers may use residential space in some cases but are not the focus of the residential policy section.

Accessible zone parkers are accommodated by The City by locating specific accessible parking zones in suitable locations based on the requester's needs. Accessible parking ensures the equitable access and enjoyment of public spaces, and the safe and convenient access to private property when on-site parking is inadequate for Calgarians with mobility challenges. Special consideration is given for proximity to a specific property or near a curb ramp.

Accessible zones are for the exclusive use of people with a valid accessible parking placard but are not tied exclusively to a specific vehicle or person. Zones are reviewed every five years to ensure that they are still needed and serving their intended purpose.

Occupancy, Turnover and the Use of Residential Parking Zones

On-street parking is a public asset intended for public use. Efficient management of street space in residential areas encourages a sufficient amount of parking throughout the day to allow for the coming and going of the various visitor groups that need to access the area, while providing residents with an advantage in highly congested areas.

Like other sections of this policy, residential on-street parking is most efficient when there is high but not complete occupancy. Occupancy describes how "full" on-street space is. A general rule is to strive for approximately 80 per cent occupancy so that there is continually space available for new parkers. This also reduces the amount of cruising behavior (parkers circling areas looking for

parking spaces) which in turn reduces traffic congestion and environmental impacts.

Unlike commercial areas, residential neighbourhoods in Calgary do not typically charge users on a per-use basis unless they are managed as an interface area. Where pricing is not used as a parking management tool, only time restrictions are used to achieve a desired occupancy. Turnover, which describes the departure of previously parked vehicles to allow for new vehicles arriving to access parking, is an important consideration when adjusting how restrictive residential parking is in a given area. Time restrictions such as two hour maximums are the main tool used to manage short-stay parking in residential areas. They allow for visitors to use on-street parking but discourage other user groups from long stay parking in these areas. Most often time restrictions are only needed during daytime/business hours, however there are locations with different peak parking periods and parking restrictions should reflect the local context. When time restrictions are used throughout a community, residents may be exempted from that restriction through the use of Residential Parking Zones (RPZs) and a permitting system.

Residential Parking Zones are areas of the city with high parking congestion that employ certain parking exemptions for residents of the zone. For example, many zones use two hour time restrictions to manage short-stay parking, but permit holders are exempted from the time restriction and can overstay in that particular zone. RPZs are established by The City using data and the policies outlined in this section. The rules governing the application and use of Residential Parking Zones are contained in the Calgary Traffic Bylaw and The City maintains an up-to-date record and map of these zones on its website.

Relationships Between Dwelling Types

Residential buildings come in a variety of forms, each with different parking requirements. When considering parking policies for residential areas it is important to recognize these variations and plan in a way that appreciates the constraints of both. A 300-unit high rise residence for instance, has a different parking demand than a single detached bungalow.

For all residential dwellings, the primary location for resident parking is on-site. Streets are used for public benefit which can include parking but may also have other uses. In neighbourhoods where ground-oriented housing types prevail there is often enough capacity on the street to allow for residents to park while still allowing for ample visitor space. As densities increase, there is a point where streets cannot feasibly meet the parking demands of residents. Therefore, it is necessary to distinguish how residential parking works for different building classes. Ground-oriented dwellings generally do not have on-site visitor parking requirements, whereas larger multi-residential dwellings are generally required to provide it. This emphasizes that although the primary function of on-street parking is for short-term use, the needs differ between residential building types.

Sometimes parking for a particular building or site will be addressed by another specific policy section of this document. In these cases, the specific policy section will override the general rules of residential areas contained here, and the buildings in question may be excluded from participating in an RPZ. Examples of this include downtown residences (covered by an area specific policy section 6.1) or buildings with significant parking reductions (covered by the zero-parking policy section 5.2). Buildings may also be excluded from an RPZ through land use planning. For example, a development permit condition may not allow a proposed development to participate in an RPZ.

Pricing Strategy

The residential parking permit system incurs costs in administering the permit system; maintaining the software used by customers and staff; installing, maintaining and replacing signage; analyzing zone performance; and providing enforcement. The two primary drivers of the pricing strategy are recovering the expenses of managing the system and ensuring the price does not distort the market for off-street parking. Council direction with respect to the residential parking program is to reach long-term financial sustainability. As such, the revenue from issuing permits should at minimum recover the expenditures in managing the system. In addition to this, prices should not be set so low as to outcompete the off-street parking market, which can cause widespread inefficiencies in parking. For example, if prices are artificially low it may become cheaper for residents to purchase permits, park on the street and sell their on-site parking to others.

Permit prices should also encourage efficient use of street space and recognize the increasing congestion that additional permits in an area cause. The first permit issued to any household may be considered more critical than the second or third permits especially considering that these are in excess of the parking provided on-site. To encourage residential permit holders to use space efficiently and to factor in the convenience value of additional permits, prices should escalate with additional permits.

Policies

The following policies support The City’s objectives to create vibrant communities while supporting efficient parking management in residential areas.

Residential Parking

1. On-street space should not be managed in residential areas unless there is demonstrated parking congestion, or it meets the criteria of establishing a residential parking zone.

Residential Parking Zones

2. Residential parking zones may be created when there is demonstrated, ongoing parking congestion in a residential neighbourhood, that is the result of a major parking generator.

3. When supported by data, Administration will establish new residential parking zones.
 - a. As a guideline, residential parking zones should be no smaller than 10 square blocks or approximately 20 hectares in area to ensure that neighbourhood issues are addressed at a neighbourhood scale. Similarly, zones should not be larger than 40 square blocks or about 80 hectares to avoid in-zone commuting.
 - b. Residential zones are assigned a unique identifier (e.g.: zone ABC)
 - c. A record of residential parking zones and boundaries will be maintained by The City and an up-to-date map of these will be posted on The City's website.
4. Within a residential parking zone, Administration may use a permitting system whereby residential permit holders are exempted from certain parking restrictions.
5. All residential parking zones are reviewed regularly at intervals no longer than every 36 months to ensure that the on-street space is managed effectively.
6. When no on-street space within a residential parking zone is regulated, that RPZ will be removed.

Management of On-Street Space in Residential Parking Zones

7. On-street space should be considered for management only when parking congestion is observed. Parking is considered congested when the occupancy of the residential area is shown to be over 80 per cent during repeated studies.
8. When residential parking is congested in a residential parking zone, parking restrictions follow a staged scale which is uniform across the city.
 - a. When the average on-street occupancy of the residential area exceeds 80 per cent, parking restrictions can be introduced.
 - b. When the average on-street occupancy of a residential area that has restrictions exceeds 80 per cent, parking restrictions are adjusted to the next more restrictive stage.
 - c. When the average on-street occupancy of a residential area that has restrictions falls below 50 per cent, parking restrictions are adjusted to the next less restrictive stage.
 - d. Parking restrictions should apply only to the periods of time where congestion is observed (e.g.: daytime, evening, overnight, weekend days or weekend evenings)
 - e. The staged restrictions are:
 - i. No parking restrictions (unrestricted)
 - ii. Two hour maximum time restriction except by permit
 - iii. No parking except by permit
 - f. Two hour maximum time restrictions should be used in general, however other times may be used if necessary when context warrants. This includes using longer periods as a stage between (i) and (ii) when desirable.

- g. Long-stay time restrictions should be avoided. If long-stay parking is desirable, parking restrictions should be removed for the time period(s) in question.
- 9. The City will consult with residents when considering a more restrictive stage for implementation.
- 10. Restrictions should be kept uniform on a block and consistent within the residential parking area.
- 11. Parking that is managed as “no parking except by permit” should be restricted to residential adjacent space on frontage streets only. Residential space on flankage streets and space adjacent to public spaces should always be managed with less restrictive parking.
- 12. Parking restrictions shall not be used for the primary purpose of reducing traffic congestion in a specific area.

Management of Permit System

- 13. When a residential parking zone is established, The City may operate a permitting system which exempts permit holders from certain parking restrictions such as a maximum time of stay.
- 14. Permits are valid only for the residential parking zone in which they are issued for.
- 15. Permits may be issued to a resident on a block with parking restrictions within a residential parking zone under one of the following classes.
 - a. Resident of a ground-oriented dwelling:
 - i. Residents are eligible for a permit for each vehicle registered to the address up to a maximum of three (3) permits.
 - ii. Residents are eligible for a maximum of two (2) permits issued for visitors unless located within an interface area.
 - iii. Residents within an interface area are not eligible for a visitor permit.
 - b. Resident of a multi-residential dwelling:
 - i. Residents are eligible for a maximum of one (1) permit if:
 - 1. The building is less than four (4) stories in height, and
 - 2. Has 20 or fewer dwelling units.The permit is usable either by a vehicle registered to the address or a visitor unless the residence is located within an interface area where the permit is usable only for a vehicle registered to the address.
 - ii. Residents of multi-residential dwellings four (4) stories or taller or with more than 20 dwelling units are ineligible for permits.
 - iii. Notwithstanding policy (15, b, ii) residents of a multi-residential building that have a residential parking permit(s) as of December 1, 2020 will remain eligible until the earlier of:
 - 1. They no longer live at that address, or

2. December 31, 2021

16. Notwithstanding policy (15), residents of particular buildings or areas are ineligible when they are:
 - a. Located in an area where there is an area specific policy contained in in section 6 of this document unless that section specifies participation,
 - b. In a building that is guided by the zero parking or significant parking reductions policy section 5.2.1 of this document,
 - i. For the purposes of this section a significant reduction is considered 50 per cent or more.
 - c. In a building deemed ineligible as a condition of a development permit or statutory planning document,
 - d. In a building that has 25 per cent or more commercial space at ground-level as measured by the frontage or flankage of the commercial space.
17. In addition to residents, permits may also be issued to:
 - a. Non-resident landlords owning a property within a residential parking zone,
 - b. Religious institutions, community associations and schools in accordance with rules established in the Traffic Bylaw 26M96 as amended,
 - c. Carshare Organizations (CSOs) in accordance with section 5.1.6 of this document,
 - d. Other special permits issued from time-to-time at the discretion of the Traffic Engineer.
18. Permits will not be issued to vehicles that either exceed 4,500 kilograms in weight, or exceed 6.7 metres in length, or exceed 2.9 metres in height or any combination of these.
19. Notwithstanding policy (19), special permits may be issued to commercial vehicles that exceed these dimensions for the purpose of construction activities in an RPZ.
20. Permits issued to eligible residential parkers will be subject to conditions of use stated in the Traffic Bylaw 26M96 as amended, including but not limited to providing proof of eligibility, providing payment, and refraining from misuse of a permit.
21. Misuse of a permit may result in revocation of a permit and disqualify a person from being eligible for a future permit.
22. Permit prices are established to fully recover the operating and capital costs of managing the residential parking system.
23. A schedule of permit prices will be presented to Council for approval annually by Council Resolution during budget deliberations.

****New** Interface Areas Policy (Section 5.1.3)**

This new section defines interface areas and adds policies to the Calgary Parking Policies document.

Notes	Policy Update for Approval
<p>Entirely new section added to policy</p>	<p>5.1.3 INTERFACE AREAS</p> <p>Calgary’s parking policies have typically provided for either a commercial-based or a residential-based parking management tool. However, many communities have significant commercial and residential uses that are closely intertwined. These can come in a variety of forms such as:</p> <ul style="list-style-type: none"> • Areas with many mixed-use buildings, • Main Street areas with a predominantly commercial main street but predominantly residential side streets, and • Activity Centre areas with a predominantly commercial core that transition to higher-density and then lower-density residential buildings. <p>Use of on-street parking is impacted by both commercial and residential properties and can vary significantly based on the individual businesses or dwelling types. Commercial and residential parkers also have different travel patterns that require different levels of parking throughout the day.</p> <p>The City recognizes that in interface areas neither residential nor commercial policies will completely address parking concerns. It is important in these situations to have policy in place that treats mixed-use areas in a way that reflects the transitional and mixed-demand nature of their parking needs.</p> <p>Interface areas use appropriate policies from both the residential and commercial areas to allow for a more efficient parking solution that meets needs from both user groups.</p> <p>Relationship Between Commercial and Residential Properties</p> <p>If only residential and commercial policies are applied, interface areas do not promote efficiency. Where there is paid on-street parking, there is an incentive for people visiting both homes and businesses to park in free areas first. This can lead to a situation where on-street residential parking is highly congested, but on-street commercial parking is underused, even when it is more convenient. Where commercial areas are unpaid, the opposite can occur where residential parkers may monopolize spaces intended for short-term visits to businesses.</p> <p>By overlapping policy in interface areas, parking can be made more convenient for both user groups, providing more commercial parking during business hours, providing more residential access during evenings and weekends, and removing incentives to cruise for parking instead using space that is more convenient and available.</p> <p>Policies</p>

The following policies support the efficient use of street space by providing benefits to businesses, residents and their visitors.

Establishing Interface Areas

1. In interface areas, commercial policies and residential policies in this document may coexist, subject to the additional policies of this section.
2. Interface areas are permissible when located in one or more of the following regions:
 - a. Within any Urban Main Street, Neighbourhood Main Street, Major Activity Centre or Community Activity Centre in the Municipal Development Plan and Calgary Transportation Plan, or within 250m these areas, or
 - b. Within a pricing area identified in Appendix 1 of the policy.
3. When residential areas are located within a pricing area identified in Appendix 1, an interface area exists, and the policies of this section shall apply.
4. When residential areas are located within a permissible area in policy 2 but not within a pricing area identified in appendix 1, a new interface area may be established using the following process:
 - a. If an interface area is desirable, Administration will prepare an amendment to the Calgary Parking Policies to establish a new interface area to be added to appendix 1 of the policy.
 - b. Administration will engage with area stakeholders to explain the analysis and rationale for establishing an interface area.
 - c. Administration will bring the Calgary Parking Policies amendment to Council and present a report explaining the new proposed interface area.
 - d. Once the amendment is adopted the interface area is added to appendix 1 and policies of this section shall apply.
5. Requests for the use of an interface area may be identified by Administration, Council, businesses (or their representatives) or the general public.
6. Where an area is permissible in policy 2 but does not have either on-street paid parking, or a residential parking zone, the area will continue to be governed solely by the commercial or residential policy sections of this document. In this case a paid parking area and/or an RPZ should be pursued first.
7. Maps of interface areas are included in Appendix 1 of this document.

Management of the On-Street Space in Interface Areas

8. Where an interface zone exists, residential zones may be priced for short-term or long-term parkers.
9. When on-street parking is priced within an interface area, residential permit holders may be exempted from certain conditions, namely on-street hourly payment and maximum time restrictions.
10. For paid parking adjacent to permit-eligible residential properties:
 - a. Parking restrictions should exempt residential permit holders from required payment and maximum time restrictions.

	<ul style="list-style-type: none">b. Maximum time restrictions longer than four hours (long-stay) may be considered.11. For paid parking adjacent to commercial properties:<ul style="list-style-type: none">a. Parking restrictions will not exempt residential permit holders and remain priced for all users.12. Administration will attempt to keep signage uniform on a block as is practicable given policies 10 and 11.13. Residential permit holders must adhere to all other parking regulations and restrictions.14. Notwithstanding these policies, other restrictions that facilitate accessible parking stalls, loading zones, taxi zones, bus zones, and other such limited uses shall continue to be permitted. <p>Managing Parking Supply</p> <ul style="list-style-type: none">15. On-street space shall be priced in accordance with the commercial policies of section 5.1.2.16. Prices shall be uniform across the interface and commercial area.17. For the purposes of establishing the price of parking, the process in policy (10) of section 5.1.2 will be used.
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Consequential Housekeeping Updates to Support New Policy Sections

Updates to this section are housekeeping amendments required to support the additional and revised policies.

Section to Update	Details of Update
Table of Contents	<ol style="list-style-type: none">1. "Section 5.1.3 Interface Areas" added to table of contents2. Appendix 1 renamed "Appendix 1 – Pricing and Interface Areas"
Appendix 1	<ol style="list-style-type: none">3. Renamed "Appendix 1 – Pricing and Interface Areas"
All	<ol style="list-style-type: none">4. Page numbers updated throughout document