

Subject: 2024 Parking Services Annual Report

File Number: ACS-PWD-RPS-0003

Report to Public Works and Infrastructure Committee on 22 May 2025

and Council 28 May 2025

**Submitted on May 12, 2025 by Quentin Levesque, Director, Roads and Parking
Services, Public Works Department**

**Contact Person: Scott Caldwell, Manager, Parking Services, Public Works
Department**

613-580-2424 ext. 27581, Scott.Caldwell@ottawa.ca

Ward: Citywide

Objet : 2024 Rapport annuel du Service du stationnement

Numéro de dossier : ACS-PWD-RPS-0003

Rapport présenté au Comité des travaux publics et de l'infrastructure

Rapport soumis le 22 mai 2025

et au Conseil le 28 mai 2025

**Soumis le 2025-05-12 Quentin Levesque, Directeur, services des routes et
stationnement, direction générale des Travaux publics**

**Personne ressource : Scott Caldwell, gestionnaire de secteur, Service du
stationnement, Direction générale des travaux publics**

(613) 580-2424 ext. 27851, Scott.Caldwell@ottawa.ca

Quartier : À l'échelle de la ville

REPORT RECOMMENDATION(S)

That the Public Works and Infrastructure Committee recommend that Council:

1. Receive the Parking Services 2024 Annual Report

RECOMMANDATION(S) DU RAPPORT

Que le Comité des travaux public et de l'infrastructure recommande au Conseil municipal:

1. de prendre connaissance du Rapport annuel 2024 du Service du stationnement

BACKGROUND

Delivered by Roads and Parking Services within the Public Works Department, the Municipal Parking Management Program provides public parking services that are in alignment with the goals and objectives of the Council-approved Municipal Parking Management Strategy ([ACS2019-PWE-RPS-0016](#)).

For reference, in 2024, Parking Services managed:

- 3,725 paid on-street parking spaces; and
- 2,750 off-street spaces in five parking structures and 11 surface parking lots

In addition to providing public parking services through the Municipal Parking Management Program, there has been an increased focus in parking services for bike parking. The Public Bike Parking Strategy ([ACS2021-PWE-RPS-0001](#)) was approved by Council in 2021, and Parking Services is responsible for the resulting Public Bike Parking Program. This program continues to evolve and follow through on the implementation of initiatives and recommendations of the Public Bike Parking Strategy. As of the end of 2024, Parking Services manages 5,831 bike parking spaces at parking facilities and within the public right-of-way.

The [Municipal Parking Management Strategy](#) (MPMS) requires that an Annual Report for the Municipal Parking Management Program be received and reviewed by Council each year. As part of this, a Capital Program Plan is required. The 2024 Parking Services Annual Report, included as Document 1, fulfills these and other reporting requirements related to the Parking Services Performance Measurement Program.

In alignment with the Municipal Act and the Municipal Parking Management Strategy, all parking fee revenues that the City of Ottawa receives must be spent in a manner that is

in alignment with the MPMS and there must also be a reasonable connection to parking. The Funding Model contained in the MPMS clarifies both applicable revenues and appropriate spending and sets out parameters for the Parking Reserve Fund.

The Capital Program Plan provides an annual review of expected Parking Reserve Fund contributions and planned spending for the next five years. The forecasted amounts are susceptible to revision as conditions and requirements change. Funding requirements continue to be submitted for approval as part of the City of Ottawa's annual Budget process.

DISCUSSION

The 2024 Annual Report, included as Document 1, outlines the initiatives and accomplishments achieved by Parking Services in 2024 and demonstrates how they are in alignment with the [Municipal Parking Management Strategy](#). It presents an inventory of all on-street and off-street parking facilities and includes a summary of changes to paid parking areas that have been made in the previous year.

The Municipal Parking Management Strategy (MPMS) requires that the Municipal Parking Management Program be financially self-sustaining. This means that parking revenues must be sufficient to recover all related operating and capital lifecycle maintenance expenditures, including contributions to the Parking Reserve Fund to finance future parking system development, operation, and promotion.

The 2024 Annual Report provides details on the use of delegated authority in 2024 as per By-law No. 2025-069, Schedule J:

- 14 (2) – Municipally-Managed Parking Rates – Off-Street
- 15 (2) – Municipally-Managed Parking Rates – On-Street

The 2024 Annual Report also measures performance across 13 key business indicators with a comparison to previous years. The indicators are in alignment with the Municipal Parking Management Strategy and representative of a series of performance objectives outlined in the Parking Services Performance Measurement Program which was updated and approved by Council as part of the Municipal Parking Management Strategy in 2019.

Finally, the 2024 Annual Report provides details on the Capital Program Plan that summarizes the capital spending requirements and the projected longer-term status of

the Parking Reserve Fund. This plan has seven capital programs. Collectively, these account for initiatives identified in the Parking Services Technology Road Map as well as lifecycle requirements, anticipated expansions to electric vehicle (EV) charging, implementation of the Public Bike Parking Strategy, parking studies, and requirements related to providing new or replacement public parking through new facilities.

FINANCIAL IMPLICATIONS

There are no financial implications associated with this report. The Capital Program Plan was developed with the best information and data available at the time. However, it is subject to change due to changes in revenue, operational requirements, alternate assigned priorities, inflationary pressures, interest rate fluctuations, or other factors beyond the control of the Municipal Parking Management Program.

Per this report, the revised capital needs as outlined in the Parking Annual Report will be included in the 2026 Draft Operating and Capital Budget to be tabled with Council in Fall 2025.

LEGAL IMPLICATIONS

There are no legal impediments to approving the recommendations as outlined in this report.

CONSULTATION

The 2024 Parking Services Annual Report will be presented to the Parking Stakeholder Consultation Group (PSCG) at the next regularly scheduled meeting.

ACCESSIBILITY IMPACTS

The Municipal Parking Management Program has five objectives, one of which to “provide an appropriate and optimized supply of general use public parking that is secure, accessible, convenient, appealing, and fairly and consistently enforced”. The City also meets the requirements for on and off-street parking under the *Integrated Accessibility Standards Regulation of the Accessibility for Ontarians with Disabilities Act* (AODA, 2005). Staff will ensure that the applicable accessibility standards are adhered to during the execution of the projects and initiatives identified in this report. This will involve consulting with the appropriate staff within the City. Additionally, the City consults with its Accessibility Advisory Committee for on-street parking where there is a duty to consult, as per the AODA. A representative from the Accessibility Advisory

Committee is also a member of the Parking Stakeholder Consultation Group. Many projects that improve the customer experience, such as improved lighting and wayfinding, have positive accessibility impacts.

The Accessibility Advisory Committee has expressed concerns about the protection of parking spaces for persons with disabilities. An analysis of on and off-street parking spaces over the last three years shows that there has been a very limited loss in the number of paid parking spaces across the City. However, feedback continues to be received regarding areas like the By-Ward Market, which continues to face losses to the availability of on-street parking. The pending pilot to create designated accessible on-street spaces will mitigate some of these areas of concern across the city to ensure adequate accessible parking spaces are provided in high use areas where Accessible Parking Permit (APP) holders require them. Administration of the Public Bike Parking Program includes the appropriate review and application of an accessibility lens when determining new parking locations towards ensuring an accessible and clear pedestrian path of travel is maintained.

DELEGATION OF AUTHORITY IMPLICATIONS

Parking Services is required to report on any changes made to parking rates, hours, and locations during the year under Section J of the Delegation of Authority By-law ([By-law No. 2025-69](#)), this is done so through Document 1 Parking Services 2024 Annual Report.

ECONOMIC IMPLICATIONS

The Municipal Parking Management Program has five objectives, one of which being to, “prioritize short-term parking that is responsively priced to support businesses, institutions, and tourism”. The contents of this report reflect this objective and support Ottawa’s economy, specifically in relation to the business attraction strategic priority of the City’s Economic Development Strategy. This report highlights the Parking Initiatives Grant Program in which two BIAs received a grant in 2024. Additionally, the report highlights BIA involvement in the Parking Stakeholder Consultation Group.

ENVIRONMENTAL IMPLICATIONS

The Municipal Parking Management Program has five objectives, one of which being to, “promote sustainable modes of transportation by supporting and maintaining programs and facilities that encourage sustainable mobility choices (public transit, cycling, walking) and alternative modes, including electric vehicles, car sharing, and new

technologies as they emerge”. Parking Services was involved in several projects throughout 2024 that encouraged these types of initiatives as described in Document 1.

This report provides a status update of the implementation of the Public Bike Parking Strategy which includes secured bike parking and other Public Bike Parking Program initiatives. Additionally, as outlined in the Capital Program Plan, spending includes funding the expansion of EV charging stations. These initiatives assist in the reduction of greenhouse gas emissions from vehicle travel as part of the City’s Climate Change Master Plan.

INDIGENOUS, GENDER AND EQUITY IMPLICATIONS

This report highlights progress made on the implementation of the Public Bike Parking Strategy in 2024. One of the objectives of the Public Bike Parking Strategy is to “balance the bike parking requirements of various cycling trip generators to accommodate to all types of cyclists.” Accounting for equity is a key consideration in the implementation and the administration of bike parking solutions and parking solutions in general.

The development of the Public Bike Parking Strategy was informed by consultations with residents, including women, persons with disabilities, older adults and other diverse communities in Ottawa. The implementation of the strategy aims to improve participation in public life and support employment for residents, including equity-deserving groups.

The Strategy ensures location and design of bike parking promotes safety for both persons and bikes, especially vulnerable riders, including women. Parking facilities are identified with considerations to safety, including ensuring line of sight, well-lit environments, and video camera monitoring where feasible. The approach also considers the distribution of bike parking towards ensuring it is equitable to promote access to public bike parking for communities and locations that serve all users, including priority neighbourhoods.

RISK MANAGEMENT IMPLICATIONS

There are no risk management implications to implementing the recommendations of this report.

RURAL IMPLICATIONS

There are no rural implications to implementing the recommendations of this report

since there is no municipal paid parking in rural Ottawa.

TERM OF COUNCIL PRIORITIES

One of the objectives of the Municipal Parking Management Strategy is to promote sustainable modes of transportation by supporting and maintaining programs and facilities that encourage sustainable mobility choices (e.g., public transit, cycling, walking) and alternative modes, including electric vehicles, car sharing, and other modern technologies as they emerge.

Parking Services supports the City's strategic priorities, "a city that is more connected with reliable, safe and accessible mobility options", and "a city that is green and resilient" through increased security presence at parking garages, the installation of secure bike lockers and other public bike parking facilities, and the expansion of the EV charging network.

SUPPORTING DOCUMENTATION

Document 1 – Parking Services 2024 Annual Report immediately follows the report.

DISPOSITION

The Public Works Department will make the Parking Services 2024 Annual Report available to the public and stakeholder groups and take the necessary steps to achieve the approved recommendations of this report.