

**Report to  
Rapport au:**

**Transportation Committee  
Comité des transports  
6 May 2015 / 6 mai 2015**

**and Council  
et au Conseil  
13 May 2015 / 13 mai 2015**

**Submitted on April 29, 2015  
Soumis le 29 avril 2015**

**Submitted by  
Soumis par:  
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**Ward: CITY WIDE / À L'ÉCHELLE DE LA VILLE      File Number: ACS2015-COS-PWS-0010**

**SUBJECT: Parking Services 2014 Annual Report**

**OBJET: Rapport Annuel de 2014 de la service du stationnement**

#### **REPORT RECOMMENDATIONS**

**That the Transportation Committee recommend that Council receive the Parking Services 2014 Annual Report.**

#### **RECOMMANDATIONS DU RAPPORT**

**Que le Comité des transports recommande au Conseil de prendre connaissance du rapport annuel de 2014 de la service du stationnement.**

## **BACKGROUND**

The City of Ottawa provides paid public parking through the Municipal Parking Management Program. Delivered primarily by the Parking Services branch of the Public Works Department, the Municipal Parking Management Program is mandated to provide public parking services that are in alignment with the goals and objectives of the Council approved Municipal Parking Management Strategy ([ACS2009-COS-PWS-0009](#)).

The Municipal Parking Management Strategy requires that an annual report for the Municipal Parking Management Program be received and reviewed by Council annually. The 2014 Annual Report fulfills this reporting requirement.

## **DISCUSSION**

### **Branch Overview**

The Parking Services branch currently manages approximately 4,000 paid on-street parking spaces, 2,737 off-street spaces in 5 multi-storey parking structures and 13 surface parking lots, and 2,542 ring and post bicycle parking spaces.

An external supplier is contracted to supply, maintain and process revenue from the Pay and Display and Pay on Foot machines located on-street and in off-street facilities respectively. An external service provider is also contracted to provide the PayByPhone parking payment system and process the associated revenues.

The Parking Services branch delivers the following services:

- Operational management of on-street paid parking;
- Operational management of off-street paid parking, including maintenance at garages and surface lots;
- Oversight and management of third party contractors;
- Paid parking policy management (rates, hours, etc.);
- Local Area Parking Studies and other evaluations;
- Implementation of recommendations from Local Area Parking Studies and other evaluations;
- Evaluations and other analysis as required (e.g. investigating requests for parking changes via data collection/analysis, competitive rate surveys of private lots, etc.);
- Management of technical reviews as required;

- Monitoring of financial processes and revenue reconciliation;
- Financial planning and management;
- Development and management of contracts and agreements with private parking providers;
- Regular consultation through the Parking Stakeholder Consultation Group and other stakeholders; and,
- On-going performance management and data management.

### **2014 Annual Report**

The 2014 Annual Report, included as Document 1, outlines the initiatives and accomplishments achieved by the branch throughout 2014 and demonstrates how they are in alignment with the Municipal Parking Management Strategy. It presents an inventory of all on and off-street parking facilities and includes a summary of changes to paid parking areas that have been made over the past year.

It also provides an opportunity to report on the use of delegated authority for 2014 under Schedule “B” of By-Law No. 2013-71 (the delegated authority by-law). The reporting is specific to the following sections:

- B 32 (1) and (2) – Municipally-Managed Parking Rates – Off-Street
- B 33 (1) – Municipally-Managed Parking Rates – On-Street

Finally, the 2014 Annual Report measures performance through 12 key business indicators. They are in alignment with the Municipal Parking Management Strategy and are also representative of a series of performance objectives outlined in the branch’s Performance Measurement Program. These indicators may change from time to time to align them with service provisions and changes to the parking program, etc.

### **RURAL IMPLICATIONS**

There are no rural implications to implementing the recommendations of this report since there is no municipal paid parking in rural Ottawa.

### **CONSULTATION**

The Parking Services 2014 Annual Report will be presented to the Parking Stakeholder Consultation Group (PSCG) at its next regular meeting.

### **LEGAL IMPLICATIONS**

There are no legal impediments to receiving this report for information.

## **RISK MANAGEMENT IMPLICATIONS**

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

## **FINANCIAL IMPLICATIONS**

The financial information contained in the Annual Report reflects the financial operations of Parking Operations for the year ended December 31, 2014.

## **ACCESSIBILITY IMPACTS**

Staff will ensure that any 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. A representative from the Accessibility Advisory Committee is a member of the Parking Stakeholder Consultation Group.

## **TERM OF COUNCIL PRIORITIES**

The report's recommendation supports the following objectives of the City's 2011 – 2014 Strategic Plan:

- Service Excellence:
  - Objective 1: Ensure a positive experience for every client interaction.
  - Objective 2: Improve operational performance.
- Financial Responsibility
  - Objective 1: Align strategic priorities to Council's tax and user fee priorities.
  - Objective 2: Maintain and enhance the City's financial position.

## **SUPPORTING DOCUMENTATION**

Document 1 – Parking Services 2014 Annual Report

## **DISPOSITION**

Parking Services staff will make the 2014 Annual Report available to the public and stakeholder groups.