

**1.      PARKING SERVICES 2015 ANNUAL REPORT**

**RAPPORT ANNUEL DE 2015 DU SERVICE DU STATIONNEMENT**

**COMMITTEE RECOMMENDATIONS**

**That Council receive the Parking Services 2015 Annual Report.**

**RECOMMANDATIONS DU COMITÉ**

**Que le Conseil prenne connaissance du rapport annuel de 2015 du service du stationnement.**

**DOCUMENTATION / DOCUMENTATION**

1.      Acting Deputy City Manager, City Operations report dated 30 March 2016 (ACS2016-COS-PWS-0014).

Rapport de la directrice municipale adjointe, Opérations municipales daté le 30 mars 2016 (ACS2016-COS-PWS-0014).

**Report to**  
**Rapport au:**

**Transportation Committee**  
**Comité des transports**  
**6 April 2016 / 6 avril 2015**

**and Council**  
**et au Conseil**  
**13 April 2016 / 13 avril 2016**

**Submitted on March 30, 2016**  
**Soumis le 30 mars 2016**

**Submitted by**  
**Soumis par:**  
**Susan Jones, Acting Deputy City Manager/Directrice municipale adjointe,**  
**City Operations/Opérations municipales**

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**Ward: CITY WIDE / À L'ÉCHELLE DE LA      File Number: ACS2016-COS-PWS-0014**  
**VILLE**

**SUBJECT: Parking Services 2015 Annual Report**

**OBJET: Rapport Annuel de 2015 du service du stationnement**

**REPORT RECOMMENDATIONS**

**That the Transportation Committee recommend that Council receive the Parking Services 2015 Annual Report.**

## RECOMMANDATIONS DU RAPPORT

**Que le Comité des transports recommande au Conseil de prendre connaissance du rapport annuel de 2015 du 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 Parking Services Branch currently manages:

- 3,858 paid on-street parking spaces;
- 2,862 off-street spaces in 6 multi-story parking structures;
- 13 surface parking lots; and,
- 2,606 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, as well as the PayByPhone parking payment system, located at on-street and off-street facilities, respectively.

The Parking Services Branch delivers the following services:

- Operational management of on-street and 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.

The Municipal Parking Management Strategy requires that an annual report for the Municipal Parking Management Program be received and reviewed by Council annually. The 2015 Annual Report fulfills this reporting requirement.

## **DISCUSSION**

The 2015 Annual Report, included as Document 1, outlines the initiatives and accomplishments achieved by the Parking Services Branch during 2015, and demonstrates how they align with the Municipal Parking Management Strategy approved by Council in 2009. The report presents an inventory of all on- and off-street parking facilities, and includes a summary of changes to paid parking areas that occurred over the past year.

The Annual Report also provides an opportunity to report on the use of delegated authority for 2015 under Schedule “B” of By-Law No. 2014-435 (the Delegated Authority By-law). The reporting requirement for Parking Services 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

Lastly, the 2015 Annual Report measures performance through 12 key business indicators. These indicators 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 better align with service provisions and changes to the Municipal Parking Program.

## **RURAL IMPLICATIONS**

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

## **CONSULTATION**

The Parking Services 2015 Annual Report will be presented to the Parking Stakeholder Consultation Group (PSCG) at its next regular meeting currently scheduled for March 30<sup>th</sup>, 2016 at 110 Laurier Avenue West (City Hall).

## **LEGAL IMPLICATIONS**

There are no legal impediments to implementing the recommendation as outlined in this report.

## **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 the Parking Services Branch for the year ended December 31, 2015.

## **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 recommendation of this report aligns to the 2015 – 2018 Strategic Priority – Service Excellence, specifically Strategic Objective SE1 – Improve the client experience through established service expectations. The recommendation of this report also aligns to the 2015 – 2018 Strategic Priority – Financial Sustainability, specifically Strategic Objective FS1 – Demonstrate sound financial management.

**SUPPORTING DOCUMENTATION**

Document 1 – Parking Services 2015 Annual Report. (*Held on file at the City Clerk*)

**DISPOSITION**

Upon approval by Council, the Public Works Department will make the Parking Services 2015 Annual Report available to the general public and stakeholder groups.