

## **PARKING SERVICES REVIEW UPDATE**

### **Appendix A – Sampling of Public Feedback**

Includes:

- Media Coverage
- Social Media:
  - Facebook
  - Twitter
- Letters/Emails
- Security Guard Customer Service Reports
- Newsletters
- Websites



## **Parking Improvements Media Coverage**

**CTV Vancouver Island – New app aims to ease parking pains**, Coralie McLean

Friday, December 5, 2014

<http://vancouverisland.ctvnews.ca/video?clipId=508171>

**Times Colonist – Parking becomes easier**, Editorial

Thursday, December 11, 2014

<http://www.timescolonist.com/opinion/editorials/editorial-parking-becomes-easier-1.1660036>

**Times Colonist – Parking app lets victoria drivers pay on the go**, Jeff Bell

online Saturday, December 6, 2014 in print

Sunday, December 7, 2014

<http://www.timescolonist.com/news/local/parking-app-lets-victoria-drivers-pay-on-the-go-1.1653964>

**iPhone in Canada (online article) – Victoria Launches 'ParkVictoria' to Pay for Parking from your iPhone**

Founder and Editor-in-Chief of iPhoneinCanada.ca

Sunday, December 7, 2014

<http://www.iphoneincanada.ca/app-store/victoria-parkvictoria-iphone-app/>

**Times Colonist – Parking changes worked**, Editorial

September 29, 2014

<http://www.timescolonist.com/opinion/editorials/editorial-parking-changes-worked-1.1398363>

# TIMES COLONIST

## Editorial: Parking becomes easier

Times Colonist

December 11, 2014 12:10 AM

Complaining about parking is as much a part of Victoria's character as the legislature buildings and the Inner Harbour, but parking here is relatively plentiful, inexpensive and easy to access.

And it just got easier.

The city's parking situation has been evolving in response to those complaints, a tweak here, an improvement there, and we're light-years ahead of where we were a decade or two ago. Free evening and Sunday parking has been made available. In September, the city lowered the parkade rate to \$2 from \$2.25 an hour and made the first hour of parking free, as well as making parking in parkades free from 6 p.m. to 8 a.m.

Now the city is offering a parking app that allows drivers to pay for on-street spots using a smartphone or tablet. The new ParkVictoria mobile system sends a text message or pop-up note to let people know their parking time is about to expire.

With the on-street pay stations, motorists do not need to return to where they bought the time to plug the meter when the time runs out — it can be done at any station. The new app adds another layer of convenience — you can buy more time with your phone wherever you are. And if you don't use it all, you can get money back.

Concerns have been expressed about protection of private data, but with proper safeguards, this app promises to make a good parking situation even better.

Victorians might continue to complain about parking, but these days, they have less to complain about.

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# TIMES COLONIST

## Parking app lets Victoria drivers pay on the go

Jeff Bell / Times Colonist

December 6, 2014 10:36 PM



The ParkVictoria app lets drivers pay for parking with a mobile device.

The City of Victoria has introduced a parking app that allows drivers to pay for on-street spots using an iPhone, iPad, Android smartphone or tablet.

On top of that, the new ParkVictoria mobile system sends a text message or pop-up note to let people know their parking time is about to expire.

About 10 per cent of daily parking transactions at on-street pay stations each day — 1,000 of 10,000 — are done

with a city-issued parking card, and manager of parking services Ismo Husu said he expects the new system will attract even more people to the technological side of things.

"I'm really expecting, once this has been around for six months, for us to see about 30 per cent of the transactions on pay-by-phone," he said.

Husu said the best part of the new system is that it continues to allow motorists to shut off their parking time at any point, which should increasingly cut down on infractions and fines. City parking cards have allowed people to reload time since 2002.

"We allow you to select however long you want to park for," he said. "I would suggest just take the maximum and then you can turn it off whenever you're done. You get that money back.

"This should eliminate a lot of tickets, because you don't have to guess anymore."

Even so, parking revenue is not expected to drop.

St. John's, N.L., and San Diego are the only other North American cities he knows of that have parking cards designed to refund time, Husu said. The Victoria system cost about \$90,000, which came from a parking-reserve fund designated for improvements.

Sign-up for the mobile offering is free, with a phone number, email address or Facebook account used as identification. The system was developed by PassportParking Inc., which has developed similar systems in Chicago and Omaha and is working on one in Toronto.

A few cities such as London, England, have eliminated parking infrastructure in some areas and have a phone system only, Husu said.

Victoria Mayor Lisa Helps said the system is good for the city. "Victoria is tech town," she said. "We are Tectoria and we are now creating our own apps to make the No. 1 problem in downtown Victoria just a little bit easier."

Victoria Coun. Chris Coleman said he likes the ease the new system provides.

"Anything that makes it more convenient for the user to come downtown — fabulous stuff," he said. "We've done a whole slew of things to improve the parking in the downtown core that have been very well received.

"So the parkades are seeing much greater uptake, it adds to vibrancy."

About \$5 million in improvements to the five city parking garages over the past few years have included improve lighting and blocking out-of-the-way areas where people could congregate.

The ParkVictoria app is available through the App Store or Google Play or online at [parkvictoria.ca](http://parkvictoria.ca) (<http://parkvictoria.ca>). For more information, go to [victoria.ca/parking](http://victoria.ca/parking) (<http://victoria.ca/parking>).

[jwbell@timescolonist.com](mailto:jwbell@timescolonist.com) (<mailto:jwbell@timescolonist.com>)

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What's Cheaper? Unlocked iPhone 6 vs Contracts Compared

## Victoria Launches 'ParkVictoria' to Pay for Parking from your iPhone

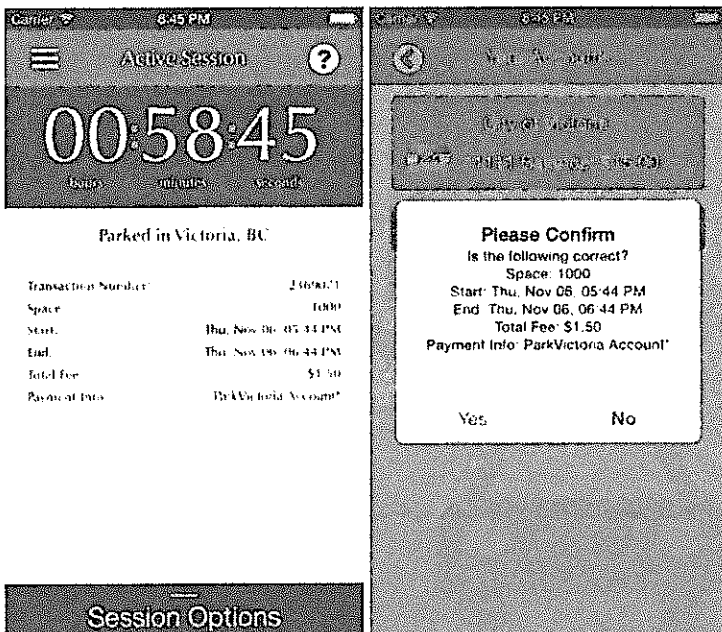
by Gary Ng on Sunday, December 7th, 2014 - 10:22am PDT

British Columbia's capital city finally has an app to allow residents to pay for street parking from their smartphone. The new ParkVictoria app was officially announced for iOS and Android users, allowing users to pay and track parking times with included push notifications.

Manager of parking services Ismo Husu says of the 10,000 daily parking transactions, roughly 10 percent of these are performed at on-street pay stations, according to the *Times Colonist*. With the new ParkVictoria mobile app, he predicts mobile transactions will reach 30 percent.

What makes ParkVictoria's system unique is it allows people to shut off their parking time when they are finished—and get refunded any remaining time. According to Husu, to his knowledge only St. John's, N.L. and down in San Diego are the only other North American cities that offer parking refunds.

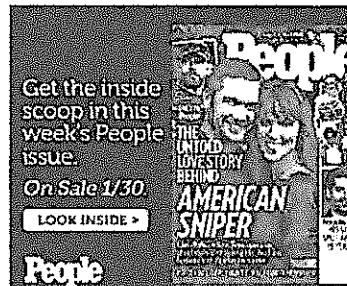
The system cost \$90,000 to setup based on technology from Charlotte, North Carolina-based PassportParking, which is similarly working on a system for Toronto (and has also serviced systems for cities like Chicago and Omaha).



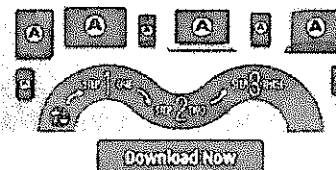
The iOS app is fairly simple to setup as you can verify yourself via text message or a phone call during the setup, which includes an option for auto-login. Next, just enter in a parking space number plus your credit card details (which are saved) and you're ready to go. There are options to enable push notifications for a 15-minute alert, plus the ability to have parking receipts emailed to you.

It's about time Victoria setup mobile pay for parking options. Using those on-street pay machines is always a tedious and slow experience. Let us know how ParkVictoria works out for you!

Click [here](#) to download ParkVictoria from the App Store. There's also a mobile web app accessible at [parkvictoria.ca](http://parkvictoria.ca).



## Implement your own BYOD policy in 3 simple steps



## POPULAR POSTS

- [Bell Loses Class-Action Lawsuit Appeal Over Non-Existent 911 Services](#) 33
- [How the Canadian Version of Netflix Compares to the U.S. Version](#) 32
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- [133 Target Canada Stores Closing: Watch for Apple Sales in 2-3 Weeks](#) 20
- [Bell Points Finger at Apple for Not Allowing CraveTV App for Apple TV](#) 18

3 Comments

iPhone in Canada


iPhone in Canada

iPhone in Canada

iPhone in Canada


iPhone in Canada

iPhone in Canada

 User profile icon


sukisszoze

It was pretty easy to set up. Definitely will try it out the next time I am downtown.

 User profile icon

Chrome262

That is pretty cool, they should get something like that for TO.

 User profile icon

Gary Med

It's in the works, hopefully it works equally as well.

APR 2015 10:00 AM

MAX Workouts

Never Do This Exercise  
(Accelerates Aging)

The Book Insider

Download Hundreds of Ebooks  
Without Paying a Dime

Quibids

Should \$20 Cyber Monday  
iPads be BANNED?

DesignCrowd

8 Great Sites to Teach Yourself  
How to Code

iPhone in Canada - News for Canadian iPhone Users

iOS 8.1.3 Download Released with Bug Fixes

Steve Jobs Wins as YouTube Finally Dumps Flash for HTML5

CRTC Bans Bell, Videotron from Subsidizing Data for Mobile ...

CRTC to Allow U.S. Super Bowl TV Ads in Canada Starting in 2017

# TIMES COLONIST

## Editorial: Parking changes worked

Times Colonist

September 29, 2014 05:15 PM

Victoria residents will probably always complain about parking, but now there's less to complain about.

In a move designed to steer cars away from on-street parking and into city parkades, the city lowered the parkade rate to \$2 from \$2.25 an hour and made the first hour of parking free, as well as making parking in parkades free from 6 p.m. to 8 a.m.

The changes took place Sept. 15, and city officials say they are working. In the first week following the changes, parkade use rose by 12 per cent, which meant 300 fewer cars parking on the street.

Downtown businesses are especially sensitive about parking. They depend upon a smooth flow of traffic and customers. It's tough to compete with suburban malls, where parking is ostensibly free (you pay, though — it's included in the tenants' rent and passed onto the customers).

Victoria doesn't have a major parking problem. With five city-owned parkades, four parking lots and 2,000 metered spaces, in addition to privately owned parkades and parking lots and parking provided by businesses, it's seldom difficult to find a parking space within a few blocks of a chosen destination. Still, the changes are welcome, making better use of parkades and improving traffic flow on the streets.

Ken Kelly, general manager of the Downtown Victoria Business Association, says the changes are well received "and everyone has a smile on their face."

Constructive change doesn't always have to come with major policy shifts. Sometimes it's best just to tinker with what already works.

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## Parking Improvements Facebook Launch Posts



City of Victoria - Local Government

Official Facebook page for the City of Victoria

A special thank you to the DVBA Clean Team for helping with the removal of First-Hour-Free coupon window decals from downtown businesses this week, and for distributing new parking information materials. A new window decal promotes the benefits of parking at City parkades. For more information on parking improvements visit [www.victoria.ca/parking](http://www.victoria.ca/parking)

For information on the DVBA Clean Team visit: <http://downtownvictoria.ca/core-programs/clean-team>



1,875 people reached

Boost Post

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13 7 3 Shares





City of Victoria - Local Government [More Info Link](#)

[Share on Facebook](#) [Share on Twitter](#) [Share on LinkedIn](#) [Share on Email](#)

Did you know at City parkades there are signed, short-term, three-hour parking spaces on lower levels (upper levels at Broughton Street Parkade), Monday to Friday from 8am - 4pm.

Short-term parking spaces are also available on the basement levels at Bastion Square Parkade and View Street Parkade.  
[www.victoria.ca/parking](http://www.victoria.ca/parking)



Parking | Victoria

[www.victoria.ca](http://www.victoria.ca)

Find out about the different types of parking spaces, rates, rules, and how to use the different parking spaces.

232 people reached

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1 2 Shares



City of Victoria - Local Government

[Share on Facebook](#) [Share on Twitter](#) [Share on LinkedIn](#) [Share on Email](#)

Our SafeWalk service at City parkades provides you with the option of calling a parkade security guard to meet and accompany you to your vehicle.

Each parkade has its own SafeWalk phone number that is posted at entrances and elevators, as well as online. Learn more: <http://www.victoria.ca/EN/main/departments/engineering/parking/parkades/safewalk.html>



580 people reached

Boost Post

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14 4 Shares



City of Victoria - Local Government [Short Link](#)

For the full Member's Area visit [www.vic.gov.au](#) September 19, 2014 at 11:41 AM

Starting today, at City parkades the first hour is always FREE, parking is FREE Monday to Saturday from 6 p.m. - 8 a.m. and all day on Sundays and holidays. And we've reduced our rate to \$2 per hour (15 minute increments).

Short-term, thr... [See More](#)



Parking | Victoria

[www.vic.gov.au](#)

For the full Member's Area visit [www.vic.gov.au](#)  
Free parking at City parkades from 6 p.m. - 8 a.m. and all day on Sundays and holidays. And we've reduced our rate to \$2 per hour (15 minute increments).  
[www.vic.gov.au](#)

3,514 people reached

[Boost Post](#)

[Like](#) [Comment](#) [Share](#)

[25](#) [1](#) [23 Shares](#)

[Cheryl Thorpe](#), [Elissa Anne](#), [Bonnie Weisz](#) and 22 others like this.



**Bonnie Weisz** Much appreciated!

September 19, 2014 at 11:41 AM

[Unlike](#) [1](#)



Write a comment



City of Victoria - Local Government

Published by Victoria on Wednesday, October 2, 2013 at 10:00 AM

We're ready to welcome you tomorrow with FIRST HOUR FREE parking at City parkades, FREE evening parking and a reduced rate of \$2 per hour. Short-term, three-hour parking is available on lower levels. And we have a SafeWalk service. Come check us out. [www.victoria.ca/parking](http://www.victoria.ca/parking)



3,608 people reached

Boost Post

Like Comment Share

84 12 28 Shares

Cheryl Thorpe, Oakwood Property Management Ltd., JB's Auto Parts Plus and 81 others like this.





**Carly Burbank** Safe walk service? This sounds like a fantastic idea!

September 14, 2014 at 4:40 pm · Unlike · 4



**City of Victoria - Local Government** Here's some info on SafeWalk:  
<http://www.victoria.ca/.../parking/parkades/safewalk.html>



### SafeWalk | Victoria

Our SafeWalk service enables customers to call ahead to a parkade security guard to meet and accompany them...

<http://www.victoria.ca/.../parking/parkades/safewalk.html>

Commented on by Mark McKeown · September 14, 2014 at 11:07 pm · Like

1 · Remove Preview



**Erin Ross** Why all the exclamation points on all your signs? (!)

September 14, 2014 at 11:20 pm · Like



**Vittorio Cheli** One aspect of the parking changes that have not been communicated all that well is the split in the parkades between long term/short term. How are the parkades divided and can we assume that there will be a fairly lengthy period of soft enforcement so that folks will figure things out?

September 14, 2014 at 9:40 pm · Like



**Dorothy Melody** Nice!!!!!!

September 14, 2014 at 8:42 am · Unlike · 1



**City of Victoria - Local Government** Hi Vittorio Cheli - Short-term three-hour parking spaces in City parkades are signed and are available on the lower levels (except for Broughton Street Parkade where short-term parking is on upper levels as it's an underground parkade). Longer-term parking is available on the mid and upper levels at City parkades (lower levels at Broughton). And yes to soft enforcement -- we will be working to inform customers of the new parking areas at City parkades and of the other improvements such as SafeWalk.

Commented on by Mark McKeown · September 14, 2014 at 11:07 pm · Like

1



**City of Victoria - Local Government** The signed short-term, three-hour parking spaces at City parkades are in effect Monday to Friday from 8 a.m. - 4 p.m.

Commented on by Mark McKeown · September 14, 2014 at 11:07 pm · Like



**City of Victoria - Local Government** Hi Erin Ross - You're right, there are a lot of exclamations! 😊 It's something we're phasing out as signs get replaced.

Commented on by Mark McKeown · September 14, 2014 at 11:07 pm · Like



**Jennifer Dempsey** For free evening parking, what time does that start?

September 14, 2014 at 11:41 am · Like



**City of Victoria - Local Government** Hi Jennifer Dempsey Evening parking is free at City parkades Monday to Saturday from 6pm - 8am. If you park at 5pm, your first hour is free.



**Allison Patterson** I was so confused trying to pay for my hour of parking at Jonson Street parkade yesterday...then I realized...free!! Thanks.

September 16, 2014 at 11:04 am · Unlike · 1



**JB's Auto Parts Plus** Glad to see these parkades getting cleaned up.

September 16, 2014 at 1:41 pm · Like



Write a comment

2014



City of Victoria - Local Government [View DVBA photo](#)  
Updated on Monday, September 15, 2014 10:48 AM

Starting Monday, the first hour will always be free at City parkades. Evening parking will also be free from 6pm - 8am at City parkades and we'll be providing a SafeWalk service. There will also be five on-street parking zones ranging from \$1.50 - \$3 per hour with 90 minute to 24 hour time limits to provide more flexibility and choice for motorists. Learn more at [www.victoria.ca/parking](http://www.victoria.ca/parking).

FIRST HOUR FREE will soon be automatic in all five City parkades (no voucher required). That change along with many others will be implemented this coming Monday, September 15. Here's what you need to know:

- FIRST HOUR FREE will now be automatic in civic parkades
- Parkade rate is going down to \$2/hr, charged in 15 minute increments
- Evenings will now be FREE in civic parkades (from 6pm-8am)
- Lower levels in parkades will now be reserved for short term with full day parking moved to the upper levels
- On-street rates will depend on proximity to parkades
- Evening parking on-street remains FREE after 6pm
- Sundays and holidays remain FREE on-street and in civic parkades
- Pay by cell phone is coming this fall for on-street parking

For more on the changes please visit [www.victoria.ca/parking](http://www.victoria.ca/parking)

**I LOVE  
THAT FIRST  
HOUR FREE  
PARKING**



City of Victoria - Local Government [View profile link](#)

Posted by Monday, September 15, 2014 at 10:00 am

Watch for parking improvements on Monday, September 15! Starting Monday at City parkades, the first hour will always be free, evening parking will be free from 6pm – 8am, and parking will continue to be free all day Sundays and holidays. Parkade rates will be reduced to \$2 per hour. We're also providing a SafeWalk service where you can call a parkade security guard in advance to accompany you to your vehicle.

To provide flexibility and choice, there will be five on-street parking zones ranging from \$1.50 to \$3 per hour with 90 minute to 24 hour time limits in effect Monday to Saturday from 9am – 6pm. On-street parking will continue to be free in the evening from 6pm – 9am and all day Sundays and holidays.

To learn more and view a map of the City's parkades and parking zones, visit: [www.victoria.ca/parking](http://www.victoria.ca/parking).



Parking | Victoria

[www.victoria.ca](http://www.victoria.ca)

Check out the new updates to our parkades this week. We've got it all in the news, so go on and park your car. [View photo](#)

2,367 people reached

Boost Post

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24 4 20 Shares

City of Victoria - Local Government, Harold A Corbin, Vicki Patterson, Trish Wells and 20 others like this.



**Brian Cant** These seem like good ideas. Any chance you can shift monthly parking to upper floors of parkades so that the lower floors are for shorter term visitors? My \$0.02!

September 15, 2014 at 10:01 pm Like 3



**City of Victoria - Local Government** Hi Brian - Thanks we are doing just that. Lower levels in City parkades (upper levels at Broughton) will be signed for short-term, three-hour parking Monday to Friday from 8am-4pm.

[Commented on by Michelle Kavanagh](#) September 15, 2014 at 10:01 pm Like 2



**Brian Cant** Yay! That's awesome news. Somehow in my haste I suppose I missed that news. Thanks!

September 15, 2014 at 10:04 pm Unlike 1



**Ian Hoar** Radical guys. Keep up the good work! Super happy to shift the emphasis to parkades. Maybe with some cars off the streets we can find some extra spots around town for covered bike parking, parklets and bike lanes

September 15, 2014 at 10:04 pm Like 1



Write a comment

2014





## ParkVictoria Facebook Posts

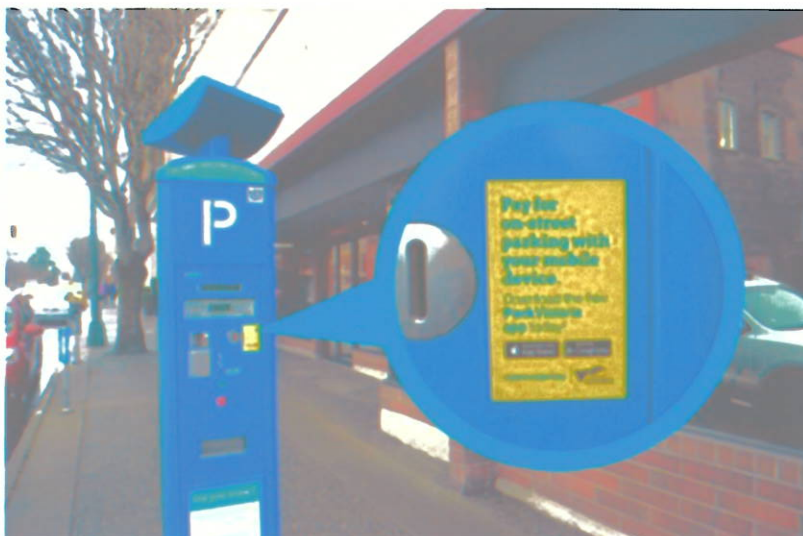


City of Victoria - Local Government

Posted by David Thompson on Monday, July 14, 2014

Paying for on-street parking just got easier. The free ParkVictoria app enables you to pay for on-street parking using your iPhone, iPad, Android smart phone or tablet. There's no need to visit a pay station or parking meter. The ParkVictoria app is available at the App Store and Google Play.

Learn more at [www.victoria.ca/parking](http://www.victoria.ca/parking)



7,544 people reached

Boost Post

Like Comment Share

78 18 55 Shares



**Jim McAllister** Are the rates the same? Weird added fees or anything?

Like Reply · 10/14/2014 at 11:50 am



**City of Victoria - Local Government** The ParkVictoria app is free and regular on-street parking rates apply. When paying for on-street parking using your ParkVictoria "wallet", there is no service fee. If using ParkVictoria and paying by credit card, there is a 25 cent transaction fee. Yo... [See More](#)

Like Reply · 3 · Commented on by Mike Kuper · 10/14/2014 at 12:00 pm



**Lesley Davies** Interesting move. Wasn't it your focus to lessen the appeal of on street parking not too long ago??

Like Reply · 10/14/2014 at 12:00 pm



**City of Victoria - Local Government** The ParkVictoria app improves customer service for motorists who park on-street. It's part of the City's overall parking improvements introduced this fall, which include incentives to park at the City's five parkades with the first hour always being fr... [See More](#)



### Parking | Victoria

The City of Victoria operates five parkades, three surface parking lots, and has nearly 2,000 on-street parking ..

10/14/2014 at 12:00 pm

Like Reply Remove Preview · 1 · Commented on by Mike Kuper · 10/14/2014 at 12:00 pm



**Howard Markson** Nice work.

Like Reply · 10/14/2014 at 12:00 pm



**Jim McAllister** Can we reload our parking cards with the app?

Like Reply · 10/14/2014 at 12:00 pm



**City of Victoria - Local Government** Parking Cards can be reloaded at the Customer Service Centre at City Hall and at on-street pay stations. We are looking at making it possible to transfer a balance from a Parking Card to a ParkVictoria "wallet" account.

Like Reply · 1 · Commented on by Mike Kuper · 10/14/2014 at 12:00 pm



**Chas Holzworth** Do keep us updated when this happens! Great steps in all directions. Been waiting for three and a half years since moving here, for this to happen.

Like · 10/14/2014 at 12:00 pm



**Carole Thompson Miller** This is fantastic!! We are regular visitors to your wonderful city from Kelowna BC

Like Reply · December 1, 2014 at 10:44pm



**Chris Rempel** FINALLY!

Like Reply · December 1, 2014 at 10:44pm



**Pamela Mason** Nice to learn all this info from Facebook.

Like Reply · December 1, 2014 at 10:44pm



**Trudy Dempsey** I will have to get this for myself as I use ma parking card all the time

Like Reply · December 1, 2014 at 10:44pm



**Kathleen Rousseau** fantastic. every city should have that. woh! here in ontario, haven't seen it yet, but I am sure in Toronto, bigger city it would exist. Will check out Ottawa, since we are not far from there.....

Like Reply · December 1, 2014 at 10:44pm



**Cassandra Taylor** Chris Farano 😊

Like Reply · December 1, 2014 at 10:44pm



**Ryan Roga** I wish we had more free downtown parking. That'd be nice. Way better than an iPhone app. 😊

Like Reply · December 1, 2014 at 10:44pm



## Parking Improvements Tweets Launch September 15, 2014



**City of Victoria** @CityOfVic Nov 27

First hr is always free at City parkades + free parking Mon-Sat 6pm-8am & all day Sundays & holidays [#yyj victoria ca/parking](#)



4



3



**City of Victoria** @CityOfVic Nov 27



**DVBA** @DVBA Nov 13

Looking to cross a few items off your Christmas list? Downtown [#yyj](#) has everything you need along with 1st hr free parking in all parkades!



6



4



**City of Victoria** @CityOfVic Nov 12



**Janis La Cuvée** @JanisCuvée Nov 12

Have to say I really like the new parking initiatives downtown in [@CityOfVictoria](#). Makes it easy to come downtown at night. [#yyj](#)



2



4





**City of Victoria** @CityOfVictoria · Nov 19

Parking at City parkades & on-street is free tmrw for Remembrance Day  
[#yyj victoria.ca/parking](#)



7



1



Retweeted by [@fabulousfort](#)



**FabulousFort** @FabulousFort · Nov 19

Coming downtown today? Remember that the first hour of parking in all five  
[@CityOfVictoria](#) parkades is FREE FREE FREE

**I LOVE  
THAT FIRST  
HOUR FREE  
PARKING  
THING.**



1



2



[View more photos and videos](#)

City of Victoria retweeted

**DVBA** (@dvba\_vic) · Oct 18

[@CityOfVictoria](#) has made parking easier in downtown #yyj! Browse what's new at [bit.ly/1sYhzBj](https://bit.ly/1sYhzBj)



8

6

[View more photos and videos](#)

City of Victoria retweeted

**FabulousFort** (@FabulousFort) · Oct 7

Did u know that the first hour of parking is now automatically FREE FREE in all of the five @CityOfVictoria 's parkade! Love it!

👍 5 🌟 3

City of Victoria retweeted

**The Bay Centre** (@baycentre) · Sep 25

That makes thing easier! First Hour is automatically FREE in all @CityOfVictoria parkades. Here are the details [ow.ly/BVPzF](https://ow.ly/BVPzF)

👍 2 🌟 1

City of Victoria retweeted

**Nichola Reddington** (@nicholared) · Sep 24

So impressed with the service at Centennial Square parkade and information provided about the Safewalk program. @CityOfVictoria @myDVBA

👍 1 🌟 2

City of Victoria retweeted

**Derek Ford** (@DerekFordPhoto) · Sep 24

The new short term parking spots @CityOfVictoria parkades are fantastic!! And first hour free!!!! #explorebc

👍 3 🌟 3





City of Victoria @CityOfVictoria · Sep 27

Thx @myDVBA Clean Team for removing old decals DT & distribtng new parking decal & info! #yyj [victoria.ca/parking](https://victoria.ca/parking)



👍 7 🗨️ 2 🌟 2

[View more photos and videos](#)



City of Victoria @CityOfVictoria · Sep 27

At City parkades the first hour is always FREE, w/free evening parking 6pm-8am, free Sun & holidays + SafeWalk #yyj [victoria.ca/parking](https://victoria.ca/parking)

👍 4 🗨️ 2 🌟 2



City of Victoria retweeted



FabulousFort @FabulousFort · Sep 28

Coming downtown #yyj today? Hit one of the @CityOfVictoria parkades! The first hour of parking is FREE FREE FREE! Gotta love that!

👍 4 🗨️ 2 🌟 2





**City of Victoria** (@CityOfVictoria) · Sep 10

DYK 2/2 There are 3-hr max spaces also on basement levels at Bastion Sq & View St Parkades Mon-Fri 8-4 #yyj victoria.ca/parking

👍 1 🔄 1 🌟 1



**City of Victoria** (@CityOfVictoria) · Sep 10

DYK 1/2– City parkades provide short-term 3-hr spaces Mon-Fri 8-4 on lower levels (upper at Broughton) #yyj victoria.ca/parking

👍 2 🔄 2 🌟 1



City of Victoria retweeted



**The Bay Centre** (@baycentre) · Sep 10

Great start to the week! First Hour is automatically FREE in all @CityOfVictoria parkades. Here are the details [ow.ly/Bxapj](https://ow.ly/Bxapj)

👍 1 🔄 1 🌟 1

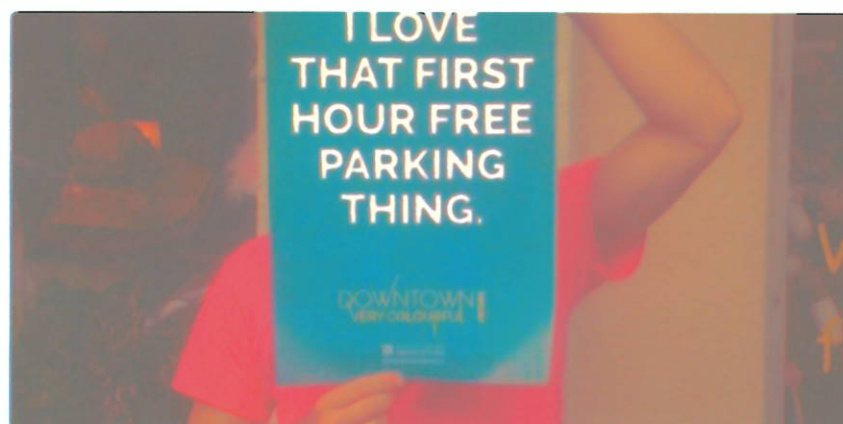


City of Victoria retweeted



**FabulousFort** (@FabulousFort) · Sep 10

Now automatically in all of the @CityOfVictoria parkades ...the first hour of parking is FREE FREE FREE! Love it!



👍 3 🔄 3 🌟 1

[View more photos and videos](#)



City of Victoria @CityOfVictoria · Sep 12

Starting today, there are five on-street parking zones ranging \$1.50-\$3/hr w/90 min - 24 hr time limits #yyj [victoria.ca/parking](https://victoria.ca/parking)

👍 6 🗨️ 0 🌟 0



City of Victoria @CityOfVictoria · Sep 12

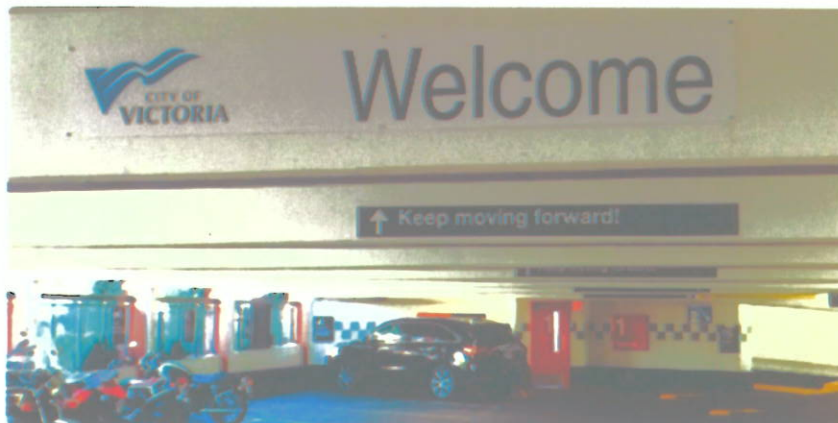
Starting TODAY, the first hr is always FREE at City parkades + FREE evening parkg, reduced rates & SafeWalk #yyj! [victoria.ca/parking](https://victoria.ca/parking)

👍 29 🗨️ 14 🌟 0



City of Victoria @CityOfVictoria · Sep 14

We're ready to welcome you tmrw w/1st hr FREE at City parkades + FREE evening parking #yyj! [victoria.ca/parking](https://victoria.ca/parking)



👍 7 🗨️ 3 🌟 0

[View more photos and videos](#)

 City of Victoria retweeted

 **FabulousFort** (@FabulousFort) · Sep 11

On September 15th ... the First Hour of parking in all @CityOfVictoria parkades will automatically be FREE!



9



[View more photos and videos](#)



**City of Victoria** (@CityOfVictoria) · Sep 12

2/2 Starting Mon, 5 parking zones \$1.50-\$3/hr w/90min to 24hr limits, free evenings & all day Sun & holidays #yyj [victoria.ca/parking](http://victoria.ca/parking)



1



**City of Victoria** (@CityOfVictoria) · Sep 12

1/2 Starting Mon, first hr always free at City parkades, free evenings & all day Sundays & holidays + SafeWalk #yyj [victoria.ca/parking](http://victoria.ca/parking)

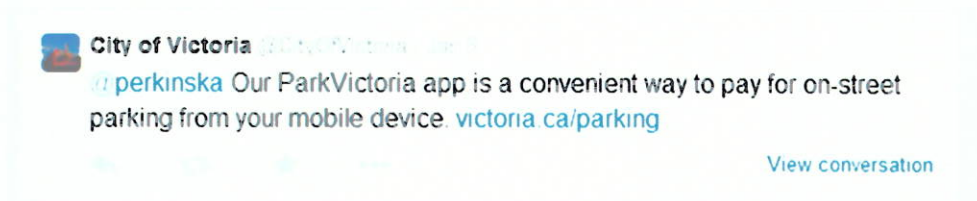


3






## ParkVictoria App Tweets



 City of Victoria

 Victoria BC Today

End-of-year THREE CHEERS goes to @CityOfVictoria and Ismo 4 great parking improvements this year @lisahelps



[View more photos and videos](#)

 City of Victoria

 Riyber Rabbaniyaz

Trying the App for the first time. #YYJ @CityOfVictoria @myDVBA #loveit

Session Options

Space Info



Extend



[View more photos and videos](#)



**Wayne Fougere**

Wayne Fougere · Dec 17

@Joel\_Friesen so I'm curious, what makes it specifically different/better than the Pay-by-Phone app? @CityOfVictoria @lisahelps @JonStovell

👍 🗨️ 🌟 🔄



**City of Victoria**

@CityOfVictoria

@WayneFougere @Joel\_Friesen  
@lisahelps @JonStovell For more info pls  
contact Mgr of Parking Services at  
ihusu@victoria.ca

👍 🗨️ 🌟 🔄

10:59 AM · 18 Dec 2014





**City of Victoria**

City of Victoria

@WayneFougere @Joel\_Friesen  
@lisaahelps @JonStovell RFP process  
showed cost-savings w/wallet (no fee) &  
can refund unused parking time.

Retweeted by 1 person

Wayne Fougere

1



10:05 AM · 13 Dec 2014



Reply to @WayneFougere @Joel\_Friesen @lisaahelps @JonStovell



**Wayne Fougere** Wayne Fougere · Dec 19

@CityOfVictoria @Joel\_Friesen @lisaahelps @JonStovell refunding unused  
parking time is a neat trick & a good idea for an app.

Retweeted by 1 person



**BT** boztka · Dec 22

@WayneFougere @CityOfVictoria @Joel\_Friesen @lisaahelps @JonStovell ...  
or let others to use what you didn't)

Retweeted by 1 person



**Wayne Fougere** Wayne Fougere · Dec 22

@boztka surely app isn't that good. If it were, some1 could go around & top up  
others. @CityOfVictoria @Joel\_Friesen @lisaahelps @JonStovell

Retweeted by 1 person



**BT** boztka · Dec 22

@WayneFougere @CityOfVictoria @Joel\_Friesen @lisaahelps @JonStovell Is  
the parking data Open? If yes, app will grow; Crowdsourcing, Hackathon

Retweeted by 2 people



**City of Victoria** @CityOfVictoria · Dec 9

@GrumpyButtFunny Nice to hear the app works on your #blackberrypassport For all other devices, there's the mobile web app :) parkvictoria.ca



[View conversation](#)



**Dorian Chapman** @dorianchapman · Dec 9

Hey Victoria 🙏 did you know @CityOfVictoria has a new #parking app? victoria.ca/EN/main/depart...



**Lisa Helps** @lisa.helps · Dec 10

MT @Joel\_Friesen: It's been a long wait for the obvious. Good on you @CityOfVictoria .. This is major #YYJ #victoria



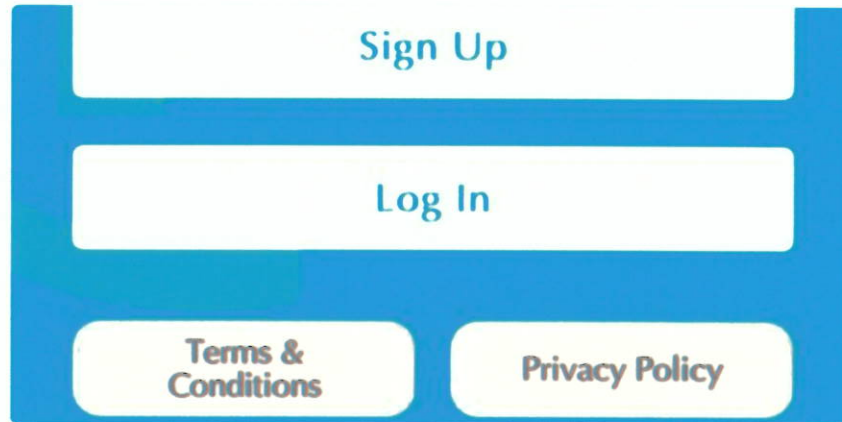
[View more photos and videos](#)



Photo taken by user on Twitter

**Team ILP** (@ILPVictoria) · Dec 5

MT @VibrantVictoria: ParkVictoria app released by @CityOfVictoria; top up meter, reminders & more #yyj #yyjtraffic



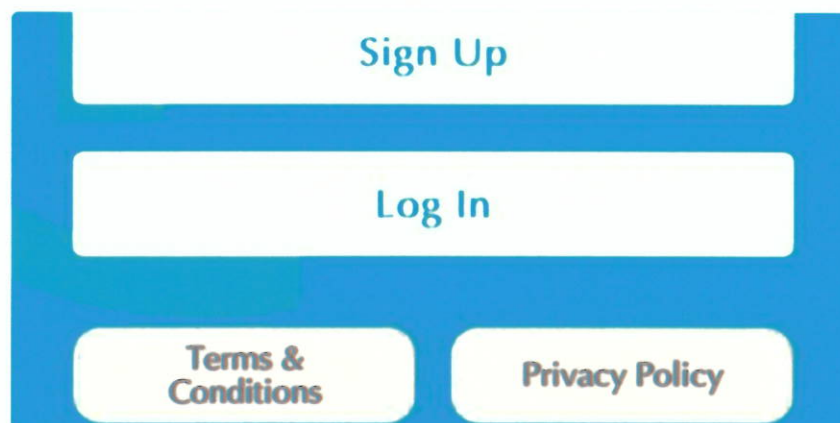
👍 0 🗨 0 📷 0

[View more photos and videos](#)

Photo taken by user on Twitter

**AURA** (@AURAVictoria) · Dec 5

MT @VibrantVictoria: ParkVictoria app released by @CityOfVictoria; top up meter, reminders & more #yyj #yyjtraffic

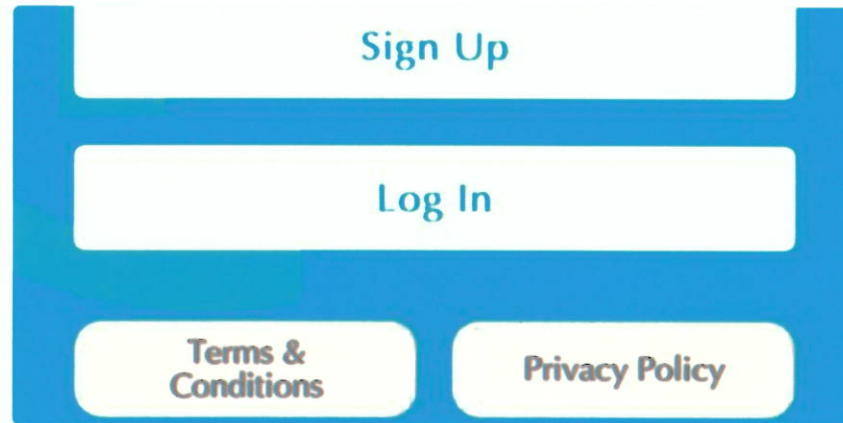


👍 6 🗨 1 📷 1

[View more photos and videos](#)

 VibrantVictoria.ca (@VibrantVictoria) · Dec 8

ParkVictoria app released by  
[@CityOfVictoria](#); top up meter, reminders &  
more [vibrantvictoria.ca/forum/index.php](http://vibrantvictoria.ca/forum/index.php) ...  
[#yyj](#) [#yyjtraffic](#)



  5  

[View more photos and videos](#)

 City of Victoria (@CityOfVictoria) · Dec 8

ParkVictoria mobile payment app for on-street parking is avail at App Store  
& Google Play [#yyj](#) [#yyjtraffic](#) [victoria.ca/parking](http://victoria.ca/parking)

  16  6 



**Dorian Chapman** · dorian\_td · Dec 6

Hey Victoria #yyj did you know @CityOfVictoria has a new #parking app?  
victoria.ca/EN/main/depart...



**City of Victoria** · CityOfVictoria · Dec 5

ParkVictoria mobile payment app for on-street parking is avail at App Store &  
Google Play #yyj #yyjtraffic victoria.ca/parking

15

4



**Laura Bidell** · LBidell · Dec 5

@jasonzerbin you could use this! 🙌 " @CityOfVictoria: ParkVictoria mobile  
payment app for on-street parking is avail at App Store"



**Jason** · jasonzerbin · Dec 6

@LBidell @CityOfVictoria OMG I will save millions

10:21 AM · 6 Dec 2014 · Details

Hide conversation

Reply to @jasonzerbin · @LBidell



**Mike Palmer and Guy Vaillancourt** retweeted you

Dec 6

Dec 5: ParkVictoria mobile payment app for on-street parking is  
avail at App Store & Google Play #yyj #yyjtraffic victoria.ca/parking





**Marielle** @MarielleMedia · Dec 5

Nice work on the new Parking App @CityOfVictoria! Feeling the momentum @lisahelps :) #represent #yyj #yyjpoli victoria.ca/EN/main/depart...

3



**Lisa Helps** @lisahelps · Dec 5

@MarielleMedia Was in the works before I was elected. Kudos to our creative, innovative staff! @CityOfVictoria

RETWEET

1

FAVORITES

2



11:18 PM · 5 Dec 2014 · Details

Hide conversation



**Mike Gonzalez** favorited a Tweet you were mentioned in

Dec 5

Dec 5 · CTV News Video: New CityOfVictoria app aims to ease parking pains - CTVNewsCoralie reports bit.ly/1yyHOIT #yyj myDVBA



**Coralie McLean** retweeted a Tweet you were mentioned in

Dec 5

Dec 5 · CTV News Video: New CityOfVictoria app aims to ease parking pains - CTVNewsCoralie reports bit.ly/1yyHOIT #yyj myDVBA



**CTV News VI** @CTVNewsVI · Dec 5


CTV News Video: New CityOfVictoria app aims to ease parking pains - @CTVNewsCoralie reports bit.ly/1yyHOIT #yyj @myDVBA

View summary

1

1


1

 **Guy Vaillancourt** and 12 others retweeted you

Dec 5

Dec 5 ParkVictoria mobile payment app for on-street parking is  
avail at App Store & Google Play [yyj.traffic.victoria.ca/parking](http://yyj.traffic.victoria.ca/parking)



 **Tony Brooks** · Tony Brooks33 · Dec 5

Tried out the new #parkvictoria app today - worked like a charm. Even credited  
back unused time. Well done @CityOfVictoria

---

**Subject:**

FW: It is working!

---

From: Marg Gardiner, JBNA [marg.jbna@shaw.ca]  
Sent: Tuesday, September 30, 2014 6:34 PM  
To: Councillors  
Cc: Jason Johnson  
Subject: It is working!

Hi everyone,

Today I had to drive downtown (leg problem).

Used the city parkade by City Hall/CRD.

What a difference.

Found a spot easily.

People coming/going so spots available on second level.

Easier to get to elevator (but slow so took stairs, saw nice poster - could use more!).

Leaving, the woman at the exit was really pleasant - I had questions and comments.

She couldn't answer the one question but said she would find out so that SHE would know the answer for other occasions etc. (i.e. she was interested).

And she said she would pass on the one comment (couldn't read stall signs from inside car due to small print - but now know what they mean - so a one-time issue).

Great changes,

Thanks,

Marg Gardiner



---

**From:**  
**Sent:** Tuesday, Dec 16, 2014 4:02 PM  
**To:** Michelle Harris  
**Subject:** Fwd: Seen on facebook

Sent from my iPhone

Begin forwarded message:

**From:** Katie Hamilton <[khamilton@victoria.ca](mailto:khamilton@victoria.ca)>  
**Date:** December 16, 2014 at 7:00:38 AM PST  
**To:** Ismo Husu <[ihusu@victoria.ca](mailto:ihusu@victoria.ca)>  
**Cc:** Jason Johnson <[jjohnson@victoria.ca](mailto:jjohnson@victoria.ca)>  
**Subject:** Fwd: Seen on facebook

Sent from my iPhone

Begin forwarded message:

**From:** "Lisa Helps (Mayor)" <[mayor@victoria.ca](mailto:mayor@victoria.ca)<<mailto:mayor@victoria.ca>>>  
**Date:** December 16, 2014 at 6:55:28 AM PST  
**To:** "Charlayne Thornton-Joe (Councillor)" <[cth Thornton-joe@victoria.ca](mailto:cth Thornton-joe@victoria.ca)<<mailto:cth Thornton-joe@victoria.ca>>>, Jason Johnson <[jjohnson@victoria.ca](mailto:jjohnson@victoria.ca)<<mailto:jjohnson@victoria.ca>>>, Katie Hamilton <[khamilton@victoria.ca](mailto:khamilton@victoria.ca)<<mailto:khamilton@victoria.ca>>>, Councillors <[Councillors@victoria.ca](mailto:Councillors@victoria.ca)<<mailto:Councillors@victoria.ca>>>  
**Subject:** Re: Seen on facebook

I'm getting LOTS of positive feedback about parking too! Yesterday from the Chamber AND the DVBA!! Please pass this along to Ismo. Also way to go Council for having the courage to take some bold steps to make the changes!

—  
"Cities have the capability of providing something for everybody only because, and only when, they are created by everybody."

- Jane Jacobs

**From:** "Charlayne Thornton-Joe (Councillor)" <[cth Thornton-joe@victoria.ca](mailto:cth Thornton-joe@victoria.ca)<<mailto:cth Thornton-joe@victoria.ca>>>  
**Date:** Monday, December 15, 2014 at 11:30 PM  
**To:** Jason Johnson <[jjohnson@victoria.ca](mailto:jjohnson@victoria.ca)<<mailto:jjohnson@victoria.ca>>>, Katie Hamilton

---

**From:** Ismo Husu  
**Sent:** Tuesday, Sep 30, 2014 12:39 PM  
**To:** Michelle Harris  
**Subject:** FW: Cancellation of Parkin

A cancellation but nice feedback

Ismo Husu  
Manager, Parking Services  
Engineering and Public Works  
City of Victoria  
1 Centennial Square, Victoria BC V8W 1P6

T 250.361.0330 C 250.415.6854 F 250.361.0214

-----Original Message-----

**From:**  
**Sent:** Tuesday, Sep 30, 2014 12:11 PM  
**To:** Parking Services  
**Subject:** Cancellation of Parkin

Hello,

Please accept this email as my request to cancel my monthly parking at the Centennial Square parkade effective the end of November 2014. My last day of parking will be November 30th.

Please advise if the scan card and window permit can be dropped off at the desk at City Hall on the 1st of December.

Thank you very much for the great service provided to me by the City of Victoria Parkades. All of the employees I have ever dealt with have been wonderful. I am very grateful that the City employs 24 hour security.

If you need to contact me by telephone for any reason my home number is ..... and my work number is .....

Thank you,

---

**From:** Ismo Husu  
**Sent:** Friday, Oct 10, 2014 8:44 AM  
**To:** Michelle Harris

**Brandi Wein**@Brandi\_Wein Oct 8

"@deals\_victoria: Parking <http://downtownvictoria.ca/park> #yyj #shoplocal #parking" Experienced this yesterday. Awesome deal!

Ismo Husu  
Manager, Parking Services  
Engineering and Public Works  
City of Victoria  
1 Centennial Square, Victoria BC V8W 1P6

T 250.361.0330 C 250.415.6854 F 250.361.0214



---

**From:** Ismo Husu  
**Sent:** Monday, Oct 27, 2014 1:55 PM  
**To:** Michelle Harris  
**Cc:** Brad Dellebuur; Commissionaires - Guy Vaillancourt  
**Subject:** Spotted in Victoria

Better than the last one...



Spotted in Victoria  
2 hours ago

To the parking guy on Store Street today by Value Village, thank you so much for not giving me and my twin sister a ticket when we showed up a few minutes late!! You said politeness goes a long way; well, kindness goes even further. You made our day

Ismo Husu  
Manager, Parking Services  
Engineering and Public Works  
City of Victoria  
1 Centennial Square, Victoria BC V8W 1P6

T 250.361.0330 C 250.415.6854 F 250.361.0214



---

**From:** Parking Services  
**Sent:** Thursday, Dec 18, 2014 1:26 PM  
**To:** Michelle Harris  
**Subject:** FW: Parking Services - City of Victoria Feedback Form

FYI

Ismo Husu  
Manager, Parking Services  
Engineering and Public Works  
City of Victoria  
1 Centennial Square, Victoria BC V8W 1P6

T 250.361.0330 C 250.415.6854 F 250.361.0214



**From:**  
**Sent:** Thursday, Dec 18, 2014 12:09 PM  
**To:** Parking Services  
**Subject:** Parking Services - City of Victoria Feedback Form

You have received an email from                      via the City of Victoria website feedback form

Name:  
Topic: Parking Services  
Phone:  
Address: Duncan, B.C.

Message: Hi,

I just want to thank you for providing excellent security at your Fisgard street parkade. Last Friday (Dec. 12) I parked there from the late afternoon to about 10 p.m. to go for dinner and attend the Royals hockey game. The girl at the entrance was very helpful in explaining what to do re: payment and how much to put in the envelope. When I returned I appreciated having ample security on hand and a well lit parkade. Payment via envelope went smoothly.

Thanks again.

Duncan, B.C.

Date: December-18-14 12:09:08 PM

---

**From:** Ismo Husu  
**Sent:** Wednesday, Dec 24, 2014 8:08 AM  
**To:** Michelle Harris  
**Subject:** FW: Thank you

FYI

Ismo Husu  
Manager, Parking Services  
Engineering and Public Works  
City of Victoria  
1 Centennial Square, Victoria BC V8W 1P6

T 250.361.0330 C 250.415.6854 F 250.361.0214



**From:**  
**Sent:** Tuesday, Dec 23, 2014 6:20 PM  
**To:** Parking Services  
**Subject:** Thank you

To the person who ticketed my car on December 22nd,

On Dec. 22nd I was stuck at the dentist having to deal with an unexpected extended appointment and a very unhappy seven year old daughter. I thought for sure I would have a parking ticket on my windshield when I returned late to my car. However, there was a green piece of paper there. Thank you for leaving a Courtesy ticket. It was so good to see that especially after our difficult appointment. You made my day.

Sincerely,



---

**From:** Ismo Husu  
**Sent:** Wednesday, Dec 17, 2014 11:02 AM  
**To:** Michelle Harris  
**Subject:** on Vibrant Victoria today

OK, I used the ParkVictoria app again....I pulled into a spot, logged on this time without having to wait for a text message....entered the spot #....directly received my choices of time....clicked on the maximum hour and a half....paid out of my "wallet" account...all while still sitting in the car. Did my business and then logged off as I was walking back to the vehicle a half a block away. Received my email receipt that said that they have taken 54 cents from my wallet.

Now I am starting to REALLY like this app.

Ismo Husu  
Manager, Parking Services  
Engineering and Public Works  
City of Victoria  
1 Centennial Square, Victoria BC V8W 1P6

T 250.361.0330 C 250.415.6854 F 250.361.0214



---

**From:** Ismo Husu  
**Sent:** Tuesday, Dec 23, 2014 1:41 PM  
**To:** Commissionaires - Guy Vaillancourt  
**Cc:** Michelle Harris  
**Subject:** Dennis at Johnson

Had a call today about how refreshing it was to have a nice and cheerful person at the Johnson Parkade to explain issues when they presented.

Ismo Husu  
Manager, Parking Services  
Engineering and Public Works  
City of Victoria  
1 Centennial Square, Victoria BC V8W 1P6

T 250.361.0330 C 250.415.6854 F 250.361.0214



---

**From:** Ismo Husu  
**Sent:** Friday, Sep 26, 2014 10:14 AM  
**To:** Michelle Harris  
**Subject:** RE: Thank you!

concorde

concorde



- Member
- 1,647 posts

Posted Yesterday, 01:55 PM

, on 24 Sept 2014 - 12:47 PM, said: ~

The short term parking spots in the parkades are working brilliantly. Hats off to you guys for implementing those. For someone who needs to pop in and out within a short period of time not having to make the rounds to the top floors and wasting time getting to and from street level is huge.

I was in a parkade today and I have to say that was one of the best innovations combined with the 1 hour free parking. It screams the City wants people to shop and do business downtown, and I for one will be doing more and more business downtown that I used to do outside the downtown area.

Kudos to whoever came up with these innovations.

Ismo Husu  
Manager, Parking Services  
Engineering and Public Works  
City of Victoria  
1 Centennial Square, Victoria BC V8W 1P6

T 250.361.0330 C 250.415.6854 F 250.361.0214



---

**From:** Ismo Husu  
**Sent:** Wednesday, Dec 31, 2014 2:20 PM  
**To:** Michelle Harris

Dailene O'Neill @daio222 48m48 minutes ago

@CityOfVictoria Love your #ParkVictoria app. So easy & convenient. #yyj #parking

Ismo Husu  
Manager, Parking Services  
Engineering and Public Works  
City of Victoria  
1 Centennial Square, Victoria BC V8W 1P6

T 250.361.0330 C 250.415.6854 F 250.361.0214



---

**From:** Ismo Husu  
**Sent:** Thursday, Dec 11, 2014 2:25 PM  
**To:** Michelle Harris

1. FabulousFort and 12 others follow



Victoria Chamber @ChamberVictoria 21m21 minutes ago

Parking? There's an App for that! And more in this week's BizNews. #yyj #yyjbiz #chamber <http://ow.ly/FL23L>

Ismo Husu  
Manager, Parking Services  
Engineering and Public Works  
City of Victoria  
1 Centennial Square, Victoria BC V8W 1P6

T 250.361.0330 C 250.415.6854 F 250.361.0214



---

**From:** Ismo Husu  
**Sent:** Thursday, Oct 23, 2014 8:59 AM  
**To:** Michelle Harris  
**Subject:** interesting tweet

1. FabulousFort and 3 others follow



Action Motorcycles @MotorcycleGuys Oct 21

Big perk to riding in #Victoria— #Motorcycle parking in downtown parkades is now only \$4! #yyj  
<http://www.victoria.ca/EN/main/departments/engineering/parking.html> ...

Ismo Husu  
Manager, Parking Services  
Engineering and Public Works  
City of Victoria  
1 Centennial Square, Victoria BC V8W 1P6

T 250.361.0330 C 250.415.6854 F 250.361.0214





Commissionaire Victoria, the Islands  
and Yukon CVIY  
928 Cloverdale Ave.  
Victoria, BC V8X2T3



City of Victoria

Activity Log Entry

Report #	6127
Report Date	12/31/2014
Report Time	17:20
Created By	

Information

Location/Site	<b>Parkade - Yates St 6044</b> 778
Name of contact	
Additional Information	safewalked elderly lady to second floor to her vehicle, BMW 253 MEH. safewalk card passed on. complimentary remarks made regarding new programs at parkades.
Employee List	
Actions Required	Follow-up Required

Commissionaire Victoria, the Islands  
and Yukon CVIY  
928 Cloverdale Ave.  
Victoria, BC V8X2T3



City of Victoria

**Activity Log Entry**

Report #	6112
Report Date	12/30/2014
Report Time	22:12
Created By	

**Information**

Location/Site	Parkade - Yates St 6044 778
Name of contact	
Additional Information	liaisons with female member of the public, who says she has augmented her schedule to match the hours when the south guard booth is manned. she says she's noted the difference in bastion square and this information is being passed along to supervisory staff.
Actions Required	Follow-up Required

Commissionaire Victoria, the Islands  
and Yukon CVIY  
928 Cloverdale Ave.  
Victoria, BC V8X2T3



City of Victoria

#### Activity Log Entry

Report #	5012
Report Date	12/05/2014
Report Time	10:55
Created By	

#### Information

Location/Site	Parkade - Broughton 6040 784
Activity	Older Lady on P2C could not find her way to the Library . She just wanted to return Video. It appeared she might get lost on her return therefore I advised I would return her Video to the Library. I assisted her into her automobile and returned the Video. Time 10:05 am
Name of contact	
Action Taken	
Additional Information	

Commissionaire Victoria, the Islands  
and Yukon CVIY  
928 Cloverdale Ave.  
Victoria, BC V8X2T3



City of Victoria

#### Activity Log Entry

Report #	5258
Report Date	12/10/2014
Report Time	09:53
Created By	

#### Information

Location/Site	Parkade - Broughton 6040 784
Activity	Young Lady crying late for work . Could not find parking spot assisted her very grateful
Name of contact	
Additional Information	
Actions Required	Follow-up Required

Commissionaire Victoria, the Islands  
and Yukon CVIY  
928 Cloverdale Ave.  
Victoria, BC V8X2T3



City of Victoria

#### Activity Log Entry

Report #	5170
Report Date	12/08/2014
Report Time	20:28
Created By	

#### Information

Location/Site

Parkade - Broughton 6040  
784

Activity

Unlocked Car with lights on:  
Shortly before 20:00 I noticed a car with the lights on. I returned a few minutes later and discovered it was unlocked. I opened the driver's door, turned off the lights and locked the doors. I left a note for the owner.

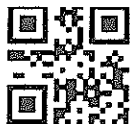
Name of contact

Additional Information

Actions Required

Follow-up Required

Commissionaire Victoria, the Islands  
and Yukon CVIY  
928 Cloverdale Ave.  
Victoria, BC V8X2T3



City of Victoria

Activity Log Entry	
Report #	5332
Report Date	12/12/2014
Report Time	13:00
Created By	

**Information**

Location/Site	Parkade - Broughton 6040 784
Activity	Since 11:46 am 5 people have been given assistance in locating their vehicles. Time now 1:00 pm
Name of contact	
Additional Information	
Actions Required	Follow-up Required

---

**From:** Ismo Husu  
**Sent:** Wednesday, Dec 10, 2014 4:07 PM  
**To:** Michelle Harris  
**Subject:** FW: Parking? There's an App for that!

FYI

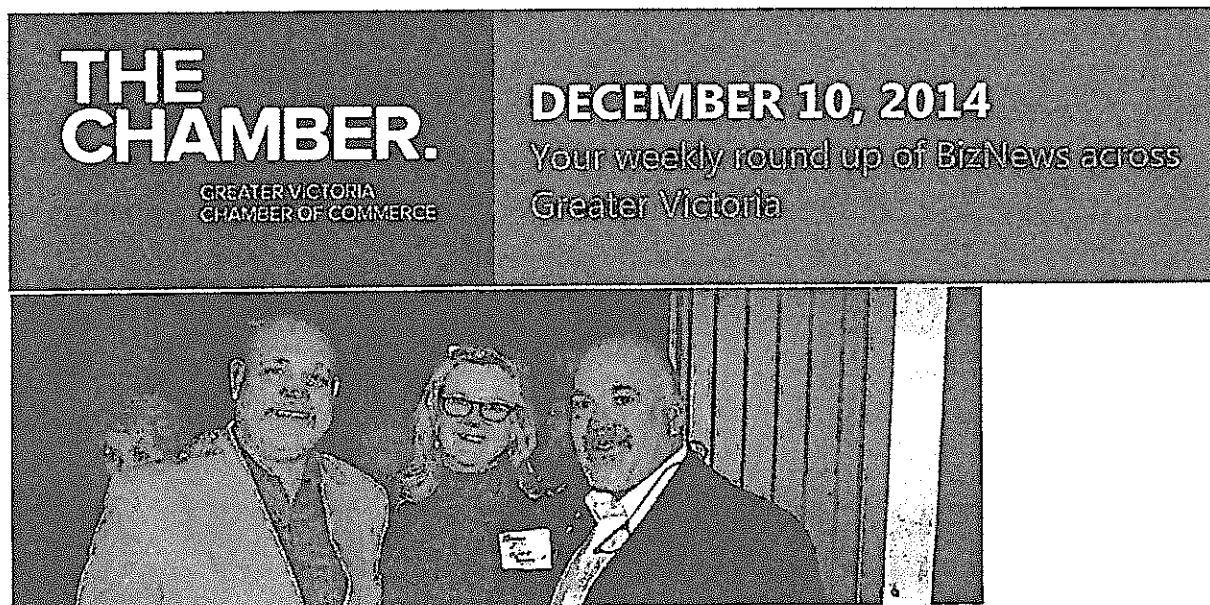
Ismo Husu  
Manager, Parking Services  
Engineering and Public Works  
City of Victoria  
1 Centennial Square, Victoria BC V8W 1P6

T 250.361.0330 C 250.415.6854 F 250.361.0214



**From:** The Chamber [mailto:chamber@victoriachamber.ccsend.com] **On Behalf Of** The Chamber  
**Sent:** Wednesday, Dec 10, 2014 4:02 PM  
**To:** Ismo Husu  
**Subject:** Parking? There's an App for that!

Having trouble viewing this email? [Click here](#)



Dear Ismo Husu,

Chamber News

---

Celebrate Success



8:00 am - 9:00 am  
The Chamber, 852 Fort St.

[Register](#)

## Changes to Building Code

Several changes are coming to the 2012 BC Building Code on December 19<sup>th</sup>. There are a number of resources available to help Code users understand these changes, who they impact, and how to comply with the new requirements. Some of these changes amend existing sections of the Code, while others introduce new content and concepts. Everyone is encouraged to review these technical bulletins and guides in preparation for the effective date of December 19, 2014.

[Read More](#)



Excerpt.



## Parking? There's an App for that!

The City of Victoria has made paying for on-street parking easier. Motorists


can now pay for on-street parking using their iPhone, iPad, Android smartphone or tablet by downloading the free ParkVictoria app from the App Store or Google Play. Motorists can also use any data-enabled mobile device to access the ParkVictoria mobile web application at [www.parkvictoria.ca](http://www.parkvictoria.ca).

ParkVictoria allows motorists to pay for on-street parking at any numbered downtown parking space, while on-the-go or from the comfort of their vehicle. There is no need to visit a pay station or parking meter.

The mobile payment system sends a reminder email, text message or pop-up notification before a parking session expires, enables customers to extend parking time up to the maximum time zone limit posted, and to refund any unused parking time to a ParkVictoria "wallet" or credit card.

Customers also have the ability to view or print parking receipts, and to view their parking history. ParkVictoria is a secure method of payment; all data is encrypted to ensure safe and secure payment transactions.

For more information, visit: [www.victoria.ca/parking](http://www.victoria.ca/parking)

**City of Victoria: Chamber member since 1962** 

## Chamber Members Mean Business.

A big Chamber welcome to our newest member!



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**From:** Ismo Husu  
**Sent:** Wednesday, Dec 17, 2014 10:31 AM  
**To:** Michelle Harris  
**Subject:** FW: Passport's Parking Private Label a hit in Victoria

Ismo Husu  
Manager, Parking Services  
Engineering and Public Works  
City of Victoria  
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**From:** Passport [mailto:info@passportparking.com]  
**Sent:** Wednesday, Dec 17, 2014 10:27 AM  
**To:** Ismo Husu  
**Subject:** Passport's Parking Private Label a hit in Victoria



**Passport**

Newsletter - December 2014

## Passport powers Private Label for Victoria with Boston, Toronto and Salt Lake City to follow



Private-label ParkVictoria become Passport's most successful first week in Passport's history. In only

it's second week of availability, ParkVictoria has become popular based on it's convenience and ability to extend one's parking from anywhere.

Victoria Mayor Lisa Helps said the system is good for the city. "Victoria is tech town," she said. "We are Tectoria and we are now creating our own apps to make the No. 1 problem in downtown Victoria just a little bit easier."

[Click to read the full article from the Victoria Time Colonist.](#)

## Passport in the news...

### On the cover of Parking Today

Passport was featured on the cover of the December 2014 of Parking Today. The cover and following inside featured Passport's tailored solutions that are changing the market.

[Click here to check us out](#)



### Louisville pilots Pay-by-Cell parking only spots

Louisville, already using Passport, has piloted some street parking as pay-by-cell only spots. The city realized installing new meters was costly, and they could save nearly \$1000 per spot by using Passport. [View the full report from WHAS11 Louisville.](#)



### Passport comes to Lincoln, Neb.

A month after launch, Lincoln saw 1,500 parkers use Passport in the city. The number grows each day with residents finding Passport an easier and more convenient solution when parking.

[Read the full article from the Lincoln Star](#)



### Passport featured in Business North Carolina

Passport was featured in the November edition of Business North Carolina. The article, entitled "Lot Full," explores the history of Passport, how we become the leader in mobile payments for parking, and expanding into other modes of transit including ticketing for buses. [Read the full article from Business North Carolina Magazine.](#)



## Blogs, Social Media and more...



### The Benefits of Mobile Wallets for Parking

Passport discusses the benefits of mobile ticketing in the parking industry.



### The Branding Movement in Parking

Passport explores how crucial it is for operators and technology company to work together.



### Mobile Ticketing for Transit

Passport introduces mobile ticketing for buses, lightrails, ferries and trains.



### Parking Technology: The Next Generation

View our article from the October edition of Parking Technology Today

#### About Us

Passport is a fully integrated provider of cloud-based mobility solutions.

[Read More](#)

#### Quick Links

[PassportParking.com](http://PassportParking.com)

[Mobile Pay Solutions](#)

[Schedule a Demo](#)

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HOME    PLAY DOWNTOWN    PARKING AND  
TRANSPORTATION    PARKING LOTS, PARKADES, AND RATES

# Parking Lots, Parkades, and Rates

## PARKING CHANGES IN EFFECT SEPTEMBER 15, 2014

To make parking easier, the City of Victoria is implementing a range of improvements to shift motorists from higher-demand on-street parking spots to available spaces in the City's five parkades. City parkades are being painted and new way-finding signage will be installed by mid-September. Check out some of the parking improvements below that begin Monday, September 15, 2014.

- Automatic FIRST HOUR FREE in all five civic parkades (voucher no longer required)
- FREE EVENINGS in civic parkades and on-street after 6pm (until 8am)
- REDUCED RATE in civic parkades of \$2/hour
- Time now charged at 15 minute intervals in all five civic parkades
- Safe Walk Service in all five civic parkades

For the more information on the changes to parking in downtown Victoria, please visit [www.victoria.ca/parking](http://www.victoria.ca/parking)

Did you know there are over 1,000 on-street parking spaces, 13 parkades,

### Getting Around

Parking  
Information

City of  
Victoria  
Parkades

On-Street  
Pay Stations

Top Ways to  
Reduce  
Parking  
Tickets

Bylaws to  
Note

Business  
Parking

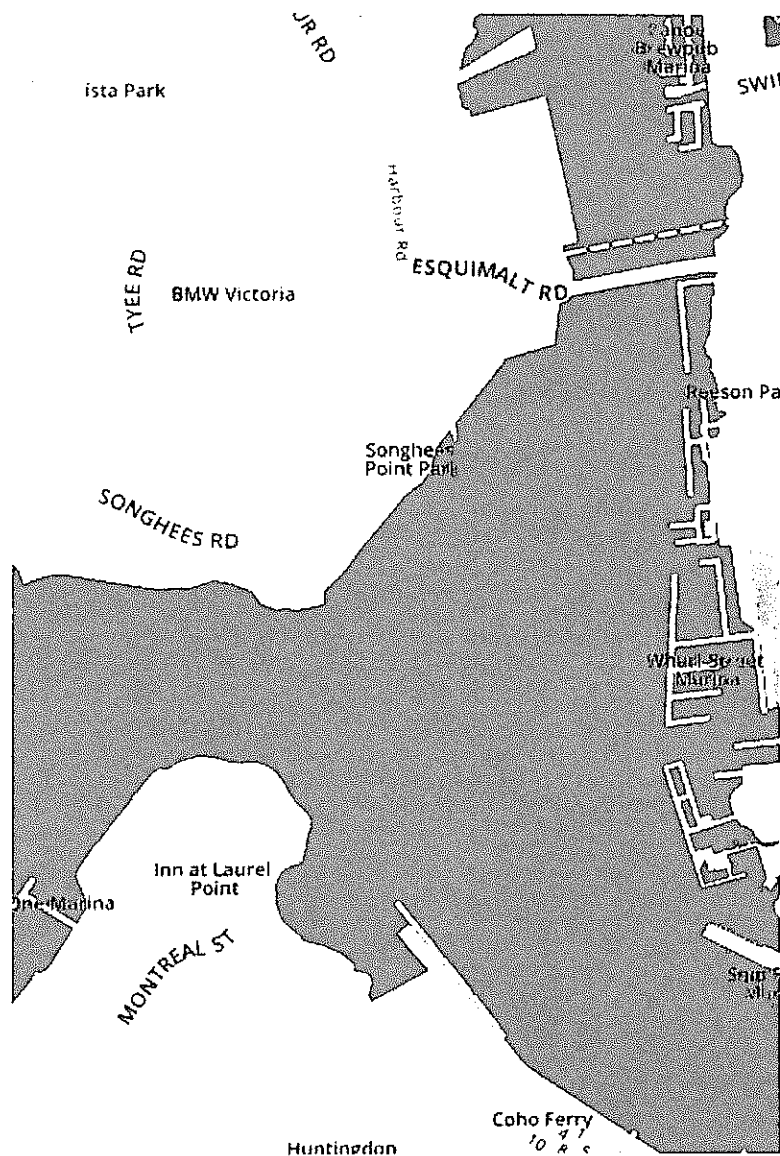
Public Transit

After Hours

Cycling

23 outdoor lots, over 1,000 bike racks, and 8 electric vehicle charging stations spread throughout our downtown? Click on the icons in the map below to find hours, costs and other notes about downtown Victoria's surface lots, commercial parkades and city parkades.

- **PINK** indicates the five City of Victoria parkades (Your first hour is free at these parkades)
- **YELLOW** indicates surface parking lots, both commercial and City of Victoria
- **GREEN** indicates commercial parkades (First Hour Free does not apply at these parkades)
- **PURPLE** indicates free lots for particular businesses only



[BUSINESS LISTINGS](#)

[FEATURE PROGRAM](#)

[SIGN UP FOR OUR](#)



Helping you connect with a  
#downtown business is a  
big part #of what we do at  
the DVBA.

Select a Category



It's Christmas in  
Downtown Victoria!

## NEWSLETTER

Sign up now to keep up to  
date with what's happening  
downtown!

Email address



Parking downtown, it's easier than  
you think.

Check out our parking maps showing all of the  
lots, parkades and even secure bike parking »

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