

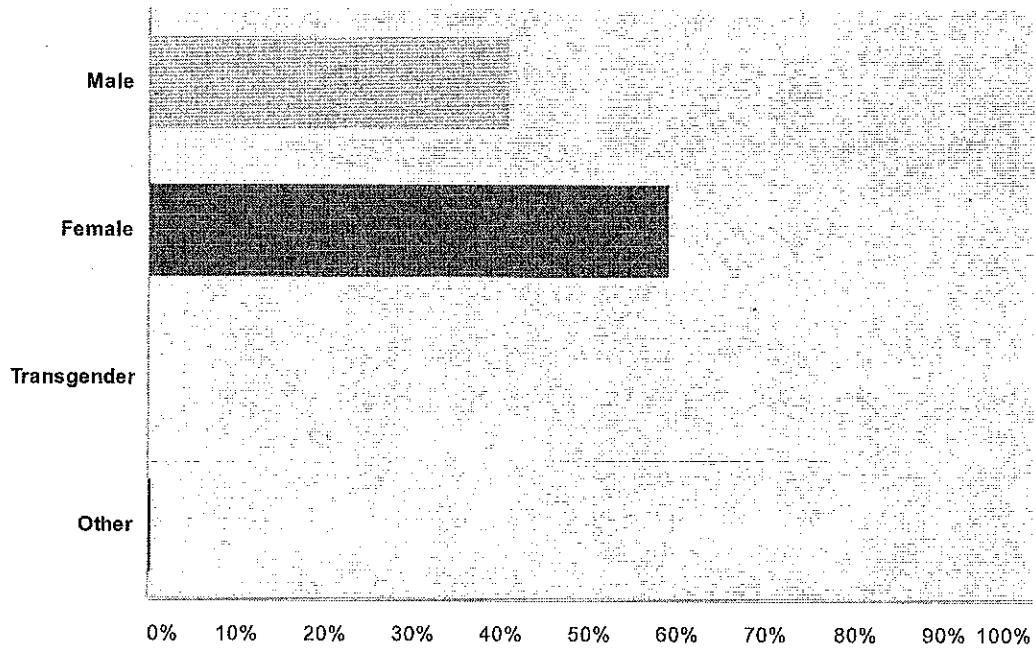
# **Parking Services Review Public Consultation**

## Attachment A – Survey Monkey Analytics Report

## Parking Survey

### Q1 My gender is:

Answered: 1,042 Skipped: 14

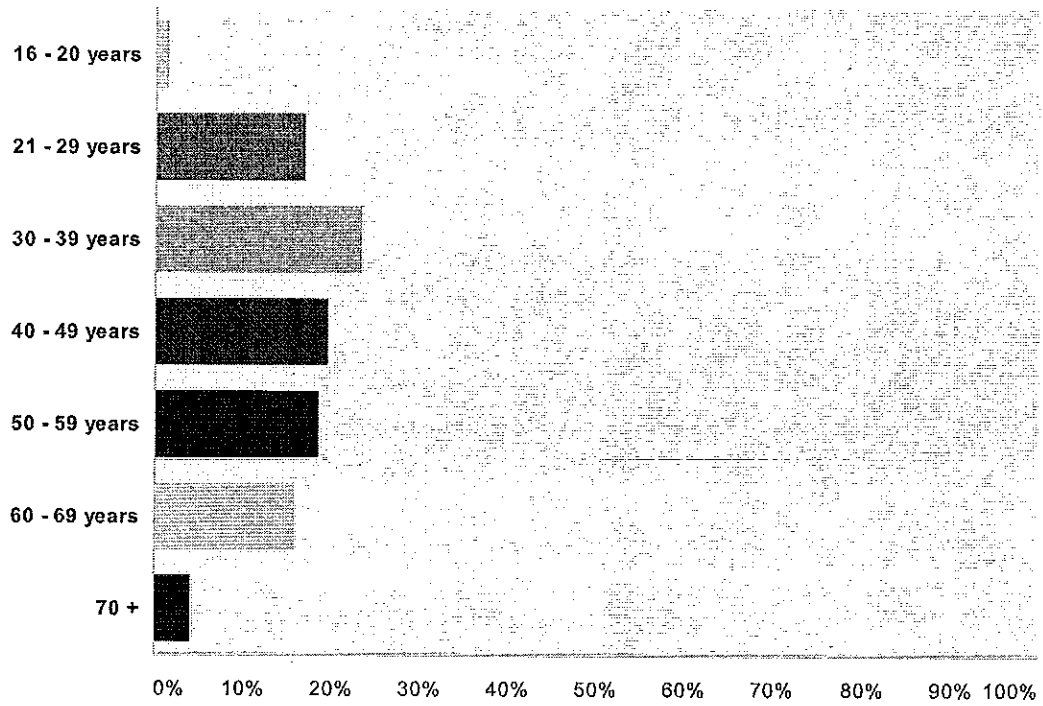


Answer Choices	Responses	
Male	40.69%	424
Female	58.83%	613
Transgender	0.00%	0
Other	0.48%	5
Total		1,042

# Parking Survey

## Q2 My age is:

Answered: 1,050 Skipped: 6

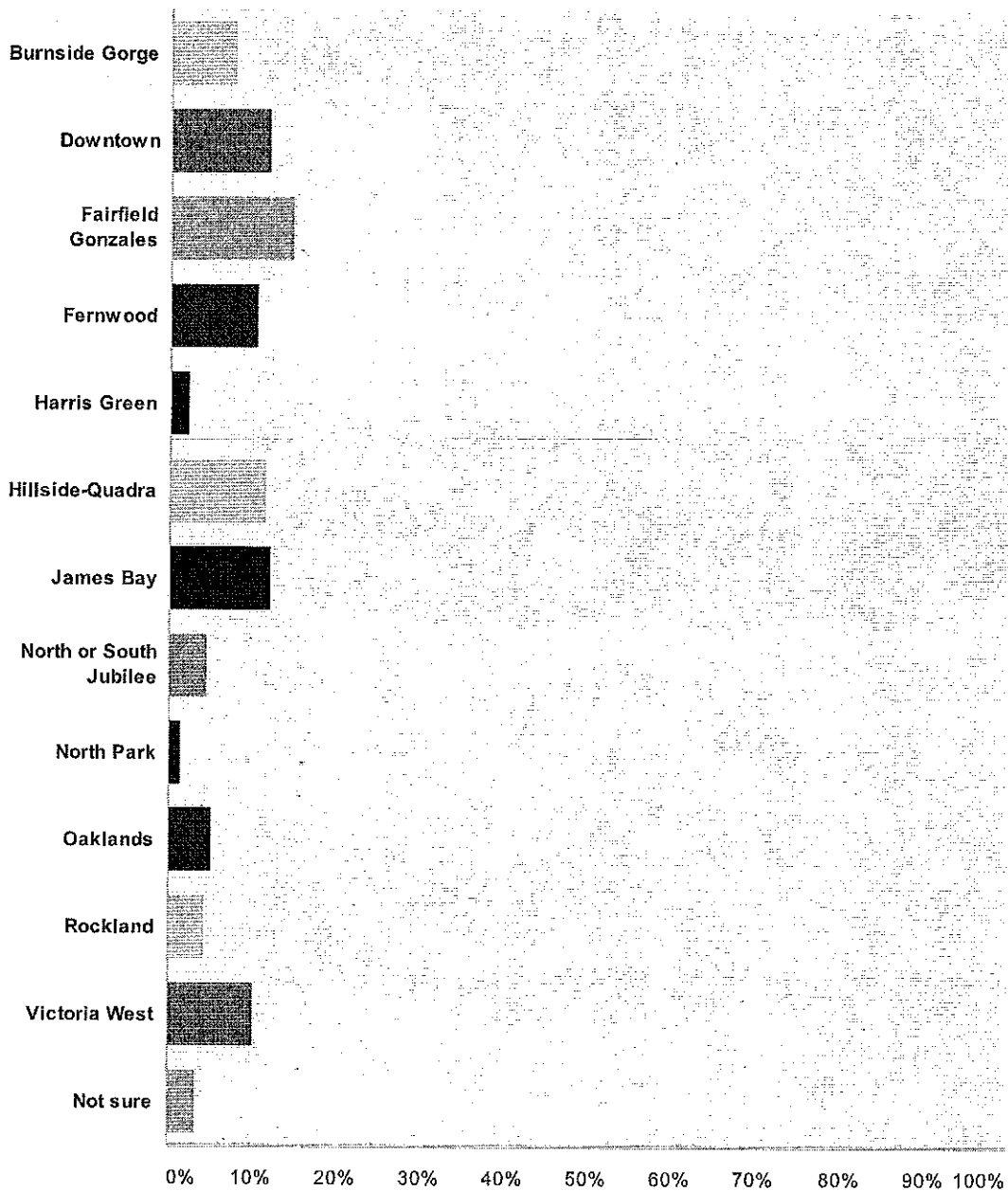


Answer Choices	Responses	
16 - 20 years	1.52%	16
21 - 29 years	16.86%	177
30 - 39 years	23.43%	246
40 - 49 years	19.62%	206
50 - 59 years	18.67%	196
60 - 69 years	15.81%	166
70 +	4.10%	43
<b>Total</b>		<b>1,050</b>

# Parking Survey

## Q3 I a resident of:

Answered: 639 Skipped: 417



Answer Choices	Responses	
Burnside Gorge	7.67%	49
Downtown	11.89%	76
Fairfield Gonzales	14.55%	93
Fernwood	10.49%	67
Harris Green	2.35%	15
Hillside-Quadra	11.42%	73



# Parking Survey

James Bay	12.05%	77
North or South Jubilee	4.69%	30
North Park	1.41%	9
Oaklands	5.32%	34
Rockland	4.38%	28
Victoria West	10.33%	66
Not sure	3.44%	22
<b>Total</b>		<b>639</b>

#	Other municipality (please specify)	Date
1	View Royal	5/6/2014 9:25 AM
2	Metchosin	5/6/2014 9:15 AM
3	Esquimalt	5/6/2014 9:09 AM
4	Colwood	5/3/2014 9:09 PM
5	saanich	5/2/2014 10:39 PM
6	saanich	5/2/2014 7:32 PM
7	Downtown/Fairfield border (Vancouver @ McClure	5/2/2014 7:20 PM
8	Saanich	5/2/2014 7:16 PM
9	Esquimalt	5/2/2014 12:50 PM
10	saanich	5/2/2014 11:32 AM
11	Sooke	5/2/2014 11:25 AM
12	Duncan	5/2/2014 11:07 AM
13	colwood	5/2/2014 10:54 AM
14	tourist	5/2/2014 10:34 AM
15	View Royal	5/2/2014 10:32 AM
16	View Royal	5/2/2014 10:24 AM
17	Saanich	5/2/2014 10:18 AM
18	oak bay	5/2/2014 9:23 AM
19	Oak Bay	5/2/2014 9:19 AM
20	saanich	5/2/2014 8:57 AM
21	Saanich	5/2/2014 7:50 AM
22	Central saanich	5/2/2014 7:12 AM
23	Saanich	5/1/2014 10:40 PM
24	Oak bay	5/1/2014 10:34 PM
25	Oak Bay	5/1/2014 10:00 PM
26	Metchosin	5/1/2014 9:06 PM
27	saanich	5/1/2014 8:59 PM
28	Saanich	5/1/2014 8:55 PM

# Parking Survey

29	View royal	5/1/2014 8:09 PM
30	Maplewood	5/1/2014 6:40 PM
31	Saanich	5/1/2014 6:35 PM
32	Saanich	5/1/2014 6:24 PM
33	Saanichton	5/1/2014 6:18 PM
34	Saanich	5/1/2014 6:16 PM
35	Mt. Tolmie	5/1/2014 4:52 PM
36	Saanichton	5/1/2014 4:00 PM
37	Oak bay	5/1/2014 3:42 PM
38	Saanich	5/1/2014 3:34 PM
39	Oak Bay	5/1/2014 2:35 PM
40	Gulf Islands	5/1/2014 1:57 PM
41	Esquimalt	5/1/2014 1:41 PM
42	Gordon Head-Saanich	5/1/2014 1:40 PM
43	Esquimalt	5/1/2014 1:37 PM
44	View Royal	5/1/2014 1:30 PM
45	Langford	5/1/2014 12:59 PM
46	Oak BAy	5/1/2014 12:52 PM
47	View Royal	5/1/2014 12:48 PM
48	langford	5/1/2014 12:37 PM
49	Saanich	5/1/2014 11:30 AM
50	Saanich	5/1/2014 10:08 AM
51	Oak bay	4/30/2014 9:04 PM
52	Saanich	4/30/2014 4:27 PM
53	Highlands	4/30/2014 2:30 PM
54	Saanich	4/30/2014 2:18 PM
55	Saanich	4/30/2014 11:41 AM
56	Esquimalt	4/30/2014 11:13 AM
57	Oak Bay	4/30/2014 10:45 AM
58	Esquimalt	4/30/2014 9:07 AM
59	esquimalt	4/30/2014 8:15 AM
60	Oak bay	4/30/2014 5:34 AM
61	Oak Bay	4/29/2014 9:13 PM
62	West shore	4/29/2014 8:49 PM
63	cobble hill	4/29/2014 8:18 PM
64	Esquimalt	4/29/2014 2:17 PM
65	Esquimalt	4/29/2014 12:06 PM
66	Langford	4/29/2014 8:07 AM
67	Esquimalt	4/29/2014 7:27 AM
68	Langford	4/28/2014 9:51 PM

# Parking Survey

69	Metchosin	4/28/2014 9:25 PM
70	none ya business Snoopy McSnooperson	4/28/2014 4:41 PM
71	Central saanich	4/28/2014 4:01 PM
72	Saanich	4/28/2014 3:45 PM
73	Langford	4/28/2014 3:04 PM
74	Saanich	4/28/2014 2:44 PM
75	Saanich Gordon Head	4/28/2014 2:36 PM
76	Langford	4/28/2014 2:23 PM
77	Oak Bay	4/28/2014 2:03 PM
78	Sooke	4/28/2014 11:45 AM
79	Saanich	4/28/2014 6:44 AM
80	oak bay	4/27/2014 10:12 PM
81	sooke	4/27/2014 8:24 PM
82	Saanich	4/27/2014 7:48 PM
83	Saanich	4/27/2014 5:23 PM
84	Mill Bay	4/27/2014 4:58 PM
85	Oakbay	4/27/2014 4:02 PM
86	saanich	4/27/2014 2:26 PM
87	Colwood	4/27/2014 11:58 AM
88	esquimalt	4/27/2014 11:28 AM
89	Sidney	4/27/2014 10:38 AM
90	Esquimalt	4/27/2014 9:25 AM
91	esquimalt!	4/27/2014 8:48 AM
92	Esquimalt	4/27/2014 7:57 AM
93	Saanich	4/27/2014 1:15 AM
94	Esquimalt	4/26/2014 9:14 PM
95	Cordova Bay	4/26/2014 6:31 PM
96	Esquimalt	4/26/2014 2:29 PM
97	Saanich	4/26/2014 2:18 PM
98	Esquimalt/view royal	4/26/2014 1:49 PM
99	Esquimalt	4/26/2014 1:44 PM
100	Saanich	4/26/2014 12:56 PM
101	oak bay	4/26/2014 12:55 PM
102	Esquimalt	4/26/2014 12:16 PM
103	Colwood	4/26/2014 11:51 AM
104	Oak Bay	4/26/2014 11:46 AM
105	Songhees Reserve	4/25/2014 9:46 PM
106	Central Saanich	4/25/2014 8:35 PM
107	Esquimalt	4/25/2014 7:03 PM
108	oak bay	4/25/2014 6:17 PM

# Parking Survey

109	Saanich	4/25/2014 6:10 PM
110	Oak Bay	4/25/2014 5:22 PM
111	Saanich	4/25/2014 5:21 PM
112	Saanich	4/25/2014 5:19 PM
113	View Royal/Hospital	4/25/2014 3:05 PM
114	Saanich	4/25/2014 11:36 AM
115	View Royal	4/25/2014 9:54 AM
116	Saanich	4/25/2014 9:44 AM
117	NORTH SAANICH	4/24/2014 9:17 PM
118	central Saanich	4/24/2014 9:11 PM
119	Saanich - Mt. Tolmie	4/24/2014 8:59 PM
120	Langford	4/24/2014 5:03 PM
121	View Royal	4/24/2014 4:06 PM
122	View Royal	4/24/2014 3:54 PM
123	SOOKE	4/24/2014 3:05 PM
124	saanich	4/24/2014 1:21 PM
125	sidney	4/24/2014 12:01 PM
126	North Saanich	4/24/2014 10:00 AM
127	Central Saanich	4/24/2014 10:00 AM
128	Central Saanich	4/24/2014 9:24 AM
129	Saanich	4/24/2014 8:17 AM
130	Saanich	4/24/2014 7:02 AM
131	Saanich	4/23/2014 8:48 PM
132	Colwood	4/23/2014 7:53 PM
133	Colwood	4/23/2014 7:46 PM
134	Interurban/Helmcken	4/23/2014 6:38 PM
135	Saanich	4/23/2014 5:46 PM
136	saanich	4/23/2014 5:25 PM
137	Cedar Hill	4/23/2014 4:43 PM
138	Oak Bay	4/23/2014 4:28 PM
139	Esquimalt	4/23/2014 3:48 PM
140	Cordova Bay	4/23/2014 3:44 PM
141	Esquimalt	4/23/2014 3:36 PM
142	North Saanich	4/23/2014 3:01 PM
143	Saanich	4/23/2014 2:47 PM
144	Oak Bay	4/23/2014 2:30 PM
145	Sooke, BC	4/23/2014 2:26 PM
146	Colwood	4/23/2014 1:56 PM
147	Saanich	4/23/2014 1:52 PM
148	saanich	4/23/2014 1:49 PM

## Parking Survey

149	And Saanich (Home in Saanich, own commercial property downtown.	4/23/2014 1:39 PM
150	Saanich/Gordon Head	4/23/2014 1:15 PM
151	Langford	4/23/2014 12:59 PM
152	saanich	4/23/2014 12:53 PM
153	Oak Bay	4/23/2014 12:46 PM
154	Saanich	4/22/2014 4:30 PM
155	Saanich	4/22/2014 1:20 PM
156	Saanich, but near Victoria border	4/22/2014 12:13 PM
157	Saanich	4/21/2014 10:09 PM
158	Langford	4/21/2014 8:10 PM
159	Langford	4/21/2014 7:38 PM
160	saanch	4/21/2014 7:09 PM
161	Gordon Head	4/21/2014 4:33 PM
162	Colwood	4/21/2014 2:20 PM
163	colwood	4/21/2014 12:19 PM
164	Esquimalt	4/21/2014 11:57 AM
165	Saanich	4/21/2014 11:51 AM
166	Saanich	4/21/2014 11:50 AM
167	Langford	4/21/2014 11:49 AM
168	Saanich	4/21/2014 10:07 AM
169	Saanich	4/20/2014 3:28 PM
170	saanich	4/20/2014 2:59 PM
171	Saanich Maplewood	4/20/2014 2:10 PM
172	Langford	4/20/2014 11:48 AM
173	Central Saanich	4/20/2014 10:14 AM
174	Saanich	4/20/2014 8:25 AM
175	oak bay	4/19/2014 10:07 PM
176	Gordon Head	4/19/2014 9:07 PM
177	Esquimalt	4/19/2014 7:53 PM
178	Langford	4/19/2014 6:52 PM
179	North Saanich	4/19/2014 2:20 PM
180	Esquimalt	4/19/2014 1:18 PM
181	Sidney	4/19/2014 10:54 AM
182	Saanich	4/19/2014 10:47 AM
183	Saanich	4/19/2014 9:58 AM
184	Saanich	4/19/2014 9:07 AM
185	Langford	4/19/2014 7:49 AM
186	colwood	4/19/2014 6:49 AM
187	Oak bay	4/19/2014 2:12 AM
188	Saanich	4/18/2014 8:55 PM

# Parking Survey

189	Saanich	4/18/2014 7:08 PM
190	Saanich	4/18/2014 3:50 PM
191	Central Saanich	4/18/2014 10:47 AM
192	Westshore	4/18/2014 10:38 AM
193	Colwood	4/18/2014 8:26 AM
194	Sannich	4/17/2014 10:55 PM
195	Saanich	4/17/2014 10:32 PM
196	Oak Bay	4/17/2014 10:00 PM
197	Colwood	4/17/2014 6:49 PM
198	Saanich	4/17/2014 5:59 PM
199	Salt Spring Island	4/17/2014 4:42 PM
200	Gordon Head	4/17/2014 3:38 PM
201	Saanich	4/17/2014 2:45 PM
202	Saanich	4/17/2014 2:34 PM
203	Saanich	4/17/2014 2:28 PM
204	view royal	4/17/2014 2:28 PM
205	Saanich	4/17/2014 2:20 PM
206	colwood	4/17/2014 2:07 PM
207	Saanich	4/17/2014 2:02 PM
208	Oakbay	4/17/2014 12:58 PM
209	Saanich	4/17/2014 12:54 PM
210	saanich, maplewood	4/17/2014 12:54 PM
211	oakbay	4/17/2014 11:23 AM
212	Sooke	4/17/2014 11:08 AM
213	Gordon Head	4/17/2014 11:07 AM
214	Colwood	4/17/2014 10:51 AM
215	Sidney	4/17/2014 10:39 AM
216	Saanich	4/17/2014 10:31 AM
217	Sidney	4/17/2014 9:48 AM
218	Saanich	4/17/2014 9:26 AM
219	Saanich	4/17/2014 9:13 AM
220	Saanich	4/17/2014 8:36 AM
221	Oak Bay	4/17/2014 8:25 AM
222	Saanich	4/17/2014 8:08 AM
223	Saanich	4/17/2014 7:15 AM
224	Saanich	4/17/2014 6:55 AM
225	Tillicum Saanich	4/17/2014 12:32 AM
226	Saanich	4/16/2014 10:55 PM
227	Saanich	4/16/2014 8:50 PM
228	Saanich	4/16/2014 8:23 PM

# Parking Survey

229	Victoria	4/16/2014 6:42 PM
230	Central saanich	4/16/2014 5:57 PM
231	Sidney	4/16/2014 5:48 PM
232	Saanich	4/16/2014 5:37 PM
233	Cook st village	4/16/2014 5:28 PM
234	Saanich	4/16/2014 5:24 PM
235	View Royal	4/16/2014 5:19 PM
236	Oak Bay	4/16/2014 5:19 PM
237	Saanich	4/16/2014 5:05 PM
238	Oak Bay	4/16/2014 5:02 PM
239	Saanich - Cordova Bay	4/16/2014 4:57 PM
240	Saanich	4/16/2014 4:55 PM
241	esquimalt	4/16/2014 4:50 PM
242	Langford	4/16/2014 4:49 PM
243	saanich	4/16/2014 4:43 PM
244	View Royal	4/16/2014 4:32 PM
245	Saanich	4/16/2014 4:31 PM
246	Oak Bay	4/16/2014 4:30 PM
247	Saanich	4/16/2014 4:29 PM
248	Saanich	4/16/2014 4:18 PM
249	Esquimalt	4/16/2014 4:17 PM
250	Saanich	4/16/2014 4:15 PM
251	Westshore/Langford/Colwood	4/16/2014 4:13 PM
252	Saanich	4/16/2014 4:12 PM
253	Saanich	4/16/2014 4:10 PM
254	saanich	4/16/2014 4:06 PM
255	Saanich Tillicum	4/16/2014 4:03 PM
256	Saanich	4/16/2014 3:30 PM
257	Strawberry Vale	4/16/2014 2:53 PM
258	Saanich	4/16/2014 1:34 PM
259	Royal Oak	4/16/2014 12:53 PM
260	Saanich	4/16/2014 11:42 AM
261	Colwoid	4/16/2014 11:41 AM
262	Oak Bay	4/16/2014 11:15 AM
263	Highlands	4/16/2014 8:03 AM
264	Saanich	4/16/2014 7:37 AM
265	Central Saanich	4/16/2014 7:32 AM
266	Live Up Island But Commute Dail To Work In Victoria	4/16/2014 6:09 AM
267	Saanich	4/16/2014 4:56 AM
268	Saanich	4/16/2014 12:21 AM

# Parking Survey

269	Central Saanich	4/15/2014 11:12 PM
270	Oak Bay	4/15/2014 10:53 PM
271	Saanich	4/15/2014 10:44 PM
272	saanich	4/15/2014 10:15 PM
273	Esquimalt	4/15/2014 8:35 PM
274	Saanich	4/15/2014 5:41 PM
275	Strawberry vale/ Saanich	4/15/2014 5:33 PM
276	Esquimalt	4/15/2014 4:25 PM
277	Colwood	4/15/2014 2:56 PM
278	Sooke	4/15/2014 1:38 PM
279	Saanich	4/15/2014 1:00 PM
280	Oak Bay	4/15/2014 12:59 PM
281	Saanich	4/15/2014 12:55 PM
282	Saanich	4/15/2014 12:32 PM
283	Esquimalt	4/15/2014 11:35 AM
284	Saanich	4/15/2014 11:18 AM
285	Saanich	4/15/2014 10:43 AM
286	colwood	4/15/2014 9:43 AM
287	saanich	4/15/2014 7:52 AM
288	Sidney	4/15/2014 5:42 AM
289	Esquimalt	4/14/2014 9:57 PM
290	Colwood	4/14/2014 9:12 PM
291	Central Saanich	4/14/2014 7:26 PM
292	Saanich	4/14/2014 6:14 PM
293	Langford	4/14/2014 4:12 PM
294	Saanich	4/14/2014 4:10 PM
295	Saanich West	4/14/2014 4:04 PM
296	Langford	4/14/2014 3:51 PM
297	Esquimalt	4/14/2014 3:13 PM
298	North Saanich	4/14/2014 3:12 PM
299	Esquimalt	4/14/2014 2:59 PM
300	View Royal	4/14/2014 2:03 PM
301	Oak bay	4/14/2014 1:53 PM
302	Saanich	4/14/2014 1:29 PM
303	Saanich	4/14/2014 1:09 PM
304	Brentwood Bay	4/14/2014 1:08 PM
305	Langford	4/14/2014 12:55 PM
306	Saanich	4/14/2014 12:39 PM
307	View Royal	4/14/2014 12:36 PM
308	View Royal	4/14/2014 12:31 PM



# Parking Survey

309	saanich	4/14/2014 12:19 PM
310	view royal	4/14/2014 12:18 PM
311	Central Saanich	4/14/2014 12:13 PM
312	Esquimalt	4/14/2014 11:41 AM
313	Oak Bay	4/14/2014 10:45 AM
314	Saanich	4/14/2014 10:33 AM
315	Oak Bay	4/14/2014 10:17 AM
316	Saanich	4/14/2014 9:30 AM
317	Royal Oak	4/14/2014 9:16 AM
318	Esquimalt	4/14/2014 6:15 AM
319	Saanich	4/14/2014 3:02 AM
320	highlands	4/14/2014 2:06 AM
321	Saanich	4/13/2014 9:40 PM
322	Colwood	4/13/2014 9:26 PM
323	saanich	4/13/2014 9:15 PM
324	Saanich	4/13/2014 8:09 PM
325	Saanich	4/13/2014 7:50 PM
326	Saanich	4/13/2014 7:06 PM
327	Colwood	4/13/2014 7:02 PM
328	Sidney	4/13/2014 5:38 PM
329	Gordon Head Saanich	4/13/2014 4:07 PM
330	Esquimalt	4/13/2014 1:20 PM
331	saanichton	4/13/2014 12:08 PM
332	saanich	4/13/2014 8:51 AM
333	Oak bay	4/13/2014 8:27 AM
334	Saanich	4/13/2014 7:54 AM
335	Sidney	4/13/2014 6:52 AM
336	saanich	4/12/2014 11:42 PM
337	View Royal	4/12/2014 11:08 PM
338	North Saanich	4/12/2014 10:41 PM
339	Shawnigan	4/12/2014 10:36 PM
340	Saanich	4/12/2014 9:38 PM
341	N Saanich	4/12/2014 8:53 PM
342	oak bay	4/12/2014 8:51 PM
343	Gordon head	4/12/2014 8:07 PM
344	Saanichton	4/12/2014 8:04 PM
345	Oak Bay	4/12/2014 7:11 PM
346	Langford	4/12/2014 6:54 PM
347	Colwood	4/12/2014 6:50 PM
348	east sooke	4/12/2014 6:00 PM

# Parking Survey

349	Mayfair	4/12/2014 4:48 PM
350	Esquimalt	4/12/2014 11:33 AM
351	Esquimalt	4/12/2014 11:18 AM
352	View Royal	4/12/2014 11:06 AM
353	Saanich	4/12/2014 10:51 AM
354	Central Saanich	4/12/2014 10:39 AM
355	Oak Bay	4/12/2014 10:30 AM
356	Langford	4/12/2014 10:18 AM
357	Saanichton	4/12/2014 10:05 AM
358	Langford	4/12/2014 9:58 AM
359	Saanich	4/12/2014 9:45 AM
360	Oak Bay	4/12/2014 9:38 AM
361	Cedar Hill / Doncaster	4/12/2014 9:26 AM
362	saanich	4/12/2014 9:18 AM
363	Saanich	4/12/2014 9:08 AM
364	Oak Bay	4/12/2014 9:07 AM
365	Esquimalt	4/12/2014 9:07 AM
366	Saanich	4/12/2014 9:05 AM
367	I must transport my elderly, mentally parents from a home for the disabled in James Bay and a nursing home.	4/12/2014 8:53 AM
368	Saanich	4/12/2014 8:50 AM
369	Saanich	4/12/2014 8:45 AM
370	Esquimalt	4/12/2014 8:37 AM
371	Langford	4/12/2014 8:10 AM
372	saanich	4/12/2014 8:00 AM
373	Saanich/Swan Lake	4/12/2014 7:43 AM
374	Saanich	4/12/2014 7:36 AM
375	Nanaimo, lived in vic grade 3 until 2 1/2yr ago	4/12/2014 7:33 AM
376	Cobble Hill	4/12/2014 7:33 AM
377	Esquimalt	4/12/2014 7:20 AM
378	Rural Residential Saanich	4/12/2014 7:18 AM
379	Coquitlam	4/12/2014 7:12 AM
380	McKenzie/Quadra	4/12/2014 7:05 AM
381	Strawberry Vale	4/12/2014 6:24 AM
382	Saanich	4/12/2014 1:15 AM
383	langford	4/12/2014 12:35 AM
384	Pender Island	4/12/2014 12:30 AM
385	Esquimalt	4/11/2014 11:00 PM
386	Saanich	4/11/2014 10:57 PM
387	Saanich	4/11/2014 10:54 PM

# Parking Survey

388	Saanich	4/11/2014 10:32 PM
389	duncan	4/11/2014 8:29 PM
390	North Saanich	4/11/2014 8:24 PM
391	View Royal	4/11/2014 6:56 PM
392	Saanich	4/11/2014 6:49 PM
393	Central Saanich	4/11/2014 6:08 PM
394	Saanich	4/11/2014 5:06 PM
395	Saanich	4/11/2014 4:54 PM
396	Saanich East - Camosun	4/11/2014 4:50 PM
397	Sidney	4/11/2014 4:35 PM
398	metchosin	4/11/2014 4:29 PM
399	Colwood	4/11/2014 4:20 PM
400	langford	4/11/2014 3:58 PM
401	Esquimalt	4/11/2014 3:43 PM
402	saanich	4/11/2014 3:25 PM
403	Saanich	4/11/2014 3:17 PM
404	Gordon Head	4/11/2014 2:59 PM
405	View Royal	4/11/2014 2:31 PM
406	West Shore	4/11/2014 2:29 PM
407	Colwood	4/11/2014 1:53 PM
408	West Saanich	4/11/2014 1:50 PM
409	Saanich	4/11/2014 1:45 PM
410	Saanich	4/11/2014 1:38 PM
411	Esquimalt	4/11/2014 1:35 PM
412	Saanich	4/11/2014 1:20 PM
413	Esquimalt & why are we not on your List?	4/11/2014 1:19 PM
414	Oak Bay	4/11/2014 12:46 PM
415	View Royal	4/11/2014 12:40 PM
416	Cowichan Valley Regional District	4/11/2014 12:34 PM
417	Visitor to Victoria from Okanagan	4/11/2014 12:23 PM
418	View Royal	4/11/2014 12:16 PM
419	Oak Bay	4/11/2014 12:15 PM
420	Oak Bay	4/11/2014 12:13 PM
421	view royal	4/11/2014 12:13 PM
422	Esquimalt	4/11/2014 12:12 PM
423	Esquimalt	4/11/2014 12:04 PM
424	Saanich	4/11/2014 11:52 AM
425	Langford	4/11/2014 11:26 AM
426	Sidney	4/11/2014 11:19 AM
427	saanich	4/11/2014 10:58 AM

# Parking Survey

428

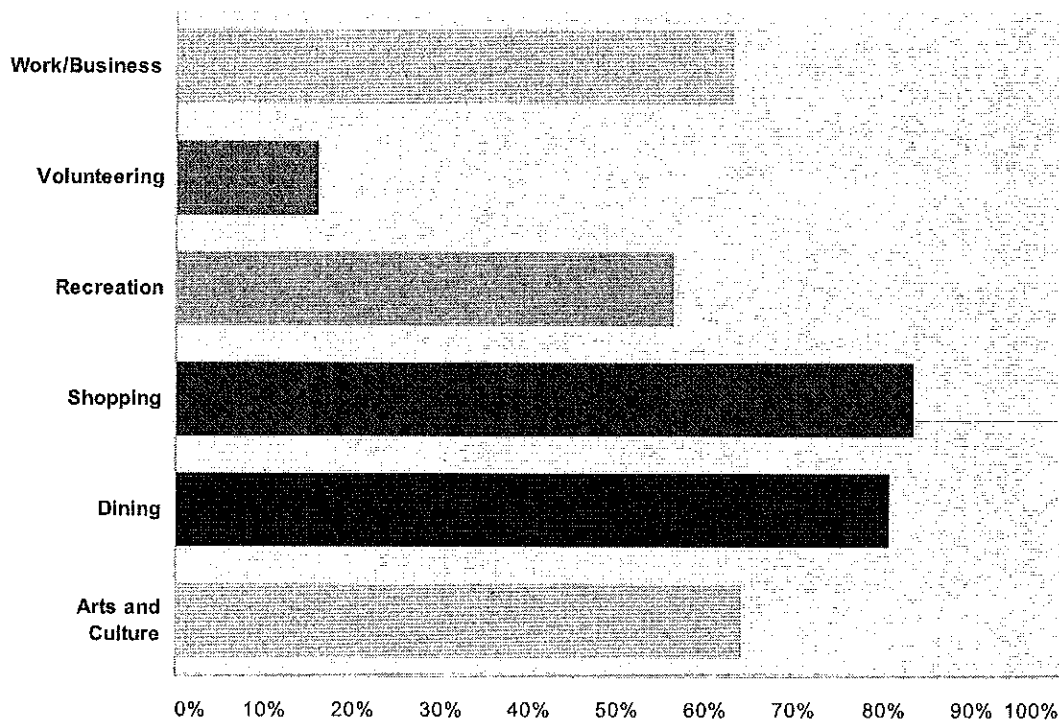
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4/11/2014 10:38 AM

# Parking Survey

## Q4 What brings you downtown? (Please select all that apply.)

Answered: 1,038 Skipped: 18



Answer Choices	Responses
Work/Business	63.10% 655
Volunteering	15.99% 166
Recreation	56.36% 585
Shopping	83.43% 866
Dining	80.73% 838
Arts and Culture	64.16% 666
Total Respondents: 1,038	

#	Other (please specify)	Date
1	Banking	5/6/2014 10:07 AM
2	I live at edge of downtown - Burdett & Vancouver.	5/6/2014 9:44 AM
3	Coffee with friends most mornings	5/6/2014 9:20 AM
4	Living	5/3/2014 9:24 AM
5	Services	5/2/2014 10:39 PM
6	Banking, errands, Post Office, groceries	5/2/2014 7:20 PM
7	Often bring visitors from out of province to see the sites. Mostly walk but take the car in inclement weather and when multiple destinations are involved, downtown and other. To enjoy the ambience.	5/2/2014 4:12 PM

## Parking Survey

8	Resident	5/2/2014 1:50 PM
9	I go for all of these but as little as possible. I will cram everything into one day and not go back down town for months because of inconvenience and cost of public parking	5/2/2014 11:32 AM
10	visit victoria each year at a hotel downtown	5/2/2014 10:34 AM
11	fest thing that are happing in town	5/2/2014 7:25 AM
12	Library	5/2/2014 6:40 AM
13	The downtown of a city is supposed to be a meeting place where friends can shop, have lunch and window shop. This traditional experience can take several hours to be completed satisfactorily. Having to worry about parking charges causes people not to spend as much time in the downtown core as they don't want to pay the penalty for parking. Cities such as Santa Barbara, California, have eliminated parking meters to encourage citizens to use their downtown instead of the malls.	5/2/2014 12:47 AM
14	Kid's lessons	5/1/2014 10:40 PM
15	my gym is downtown and i also shop downtown on occasion, dinner out, etc.	5/1/2014 6:22 PM
16	I live here.. but my comments will be how I felt before I moved to downtown. I used to avoid it like the plague.	5/1/2014 6:16 PM
17	harbour parliament buildings empress hotel museum	5/1/2014 1:57 PM
18	Everything	5/1/2014 1:40 PM
19	Personal appointments	5/1/2014 1:36 PM
20	I am a small retail business owner but also frequent downtown in my spare recreation/dining time	5/1/2014 1:30 PM
21	PLEASE SEE COMMENTS IN # 23 - I have not filled in other areas because I have already submitted a fully completed survey when first went online	5/1/2014 1:24 PM
22	Doctor's appointment	5/1/2014 1:24 AM
23	I live downtown, as it says above, so "brings" does not actually apply.	4/30/2014 10:55 PM
24	Daycare pick up/drop off	4/30/2014 8:37 PM
25	own condo in old town	4/30/2014 2:18 PM
26	Kids' activities (gymnastics, music)	4/29/2014 9:13 PM
27	Socializing	4/28/2014 4:14 PM
28	I often wish to meet friends downtown to walk and explore- but I find the street parking a hassle due to cost, over enforcement- and a deterrent to visiting downtown- see # 7 below- I do not come into downtown victoria as much as I could because of these reasons- and find I can get shopping needs and other needs met elsewhere with less hassle than downtown victoria	4/27/2014 9:25 AM
29	appointments - Dentist, chiro, massage therapist, optometrist all downtown.	4/26/2014 9:14 PM
30	Just for a leisurely walk	4/26/2014 6:45 PM
31	I live on Cook and Meares.	4/26/2014 3:57 PM
32	Yoga, getting my hair done.	4/26/2014 12:48 PM
33	family member lives in a downtown building	4/25/2014 9:46 PM
34	Dentist	4/25/2014 5:22 PM
35	Enjoying fine patio ales	4/25/2014 3:21 PM
36	We tailor the activities of our family to avoid downtown Victoria and the parking hassles	4/25/2014 9:20 AM
37	Medical Appointments, family & friends	4/24/2014 8:17 AM
38	Lodge meetings	4/23/2014 8:15 PM
39	Drinking good beers	4/23/2014 7:46 PM
40	All of these, but I rarely drive downtown as parking is extremely limited and expensive.	4/23/2014 6:38 PM
41	I own a restaurant downtown by Douglas and Broughton called the Tibetan Kitchen	4/23/2014 6:35 PM

## Parking Survey

42	I live there	4/23/2014 4:28 PM
43	I own a shop on Fort St.	4/23/2014 4:11 PM
44	Medical/ Chiropractor Services	4/23/2014 3:36 PM
45	I live and work downtown	4/23/2014 3:04 PM
46	West Songhees Walkway as a part of my regular run routine.	4/23/2014 2:35 PM
47	I own a small business downtown	4/23/2014 2:33 PM
48	+++Touristing with out of town guests	4/23/2014 2:30 PM
49	occasional work related, but not daily	4/23/2014 1:15 PM
50	I live downtown	4/23/2014 9:30 AM
51	To meet my support worker Monday Tuesday's and Thursdays	4/21/2014 7:09 PM
52	Medical	4/21/2014 11:51 AM
53	Taking visitors around.	4/21/2014 11:50 AM
54	kids activities	4/19/2014 8:54 PM
55	I boycott downtown as much as possible ....no parking available lots of other places to shop etc that has free parking	4/19/2014 5:55 PM
56	Library!	4/19/2014 10:47 AM
57	Hair appts.	4/19/2014 9:58 AM
58	Live in James Bay	4/19/2014 9:40 AM
59	Harbour air terminal	4/19/2014 2:12 AM
60	Zumba classes	4/18/2014 11:50 PM
61	Medical appointments	4/18/2014 3:50 PM
62	living	4/18/2014 2:35 PM
63	Library	4/18/2014 2:23 PM
64	women	4/18/2014 8:26 AM
65	I limit my shopping & dining downtown because street parking is difficult and parkades are so expensive.	4/17/2014 2:20 PM
66	Taking visitors around	4/17/2014 2:02 PM
67	I only go downtown if I have to. Parking is too expensive, so you are going in the right direction with the new rules.	4/17/2014 12:54 PM
68	athletics - gym downtown	4/17/2014 9:26 AM
69	Dr. appointments To see my dad who is in care	4/17/2014 9:26 AM
70	Mainly work.	4/17/2014 9:10 AM
71	showing visitors from out of town the Inner Harbour	4/17/2014 8:31 AM
72	Mostly Business Meetings, Property Showings and Visits. Then evenings for Royal Theatre, possibly other venues such as 1st Met, Music Conservatory, a Cathedral.	4/16/2014 5:37 PM
73	rarely for shopping as parking is a huge hassel.	4/16/2014 5:24 PM
74	Meeting up with friends and colleagues.	4/16/2014 4:29 PM
75	I try to avoid downtown	4/16/2014 3:22 PM
76	I would NEVER come to downtown Victoria to shop under its current conditions (parking, drug users, un-enforced bylaw enfractions, etc.)	4/16/2014 6:09 AM
77	Escorting visitors	4/15/2014 11:12 PM
78	showing out of town guests around	4/15/2014 10:44 PM

## Parking Survey

79	It would be all of the above if parking weren't such an issue.	4/15/2014 5:33 PM
80	Doctor, medical	4/15/2014 4:25 PM
81	Festivals	4/15/2014 11:45 AM
82	Medical	4/15/2014 11:35 AM
83	RMT, spa services	4/15/2014 9:29 AM
84	Visiting mom in care home	4/15/2014 5:42 AM
85	Mostly I walk to and from downtown or ride my bicycle	4/14/2014 7:46 PM
86	Medical appointments	4/14/2014 3:20 PM
87	Socializing Parks Sports Yoga class Medical/dental/optical appointments	4/14/2014 2:59 PM
88	Try not to come downtown if services are available at other locations that have free parking. i.e. Shopping, libraries, etc.	4/14/2014 1:16 PM
89	N/A	4/14/2014 12:36 PM
90	i take classes at the victoria event center.	4/14/2014 12:08 PM
91	Photography	4/14/2014 12:37 AM
92	-Meeting friends	4/13/2014 7:50 PM
93	pubs	4/13/2014 2:40 PM
94	Personal Services ( ie banking, hairdresser etc)	4/13/2014 1:38 PM
95	Please note that I pretty much only shop downtown on my lunch break. I try not to come downtown on Saturdays because I can go to a number of interesting shopping zones (cook street village, oak bay ave, estevan ave, Sidney, uptown) that all have a great variety of shops and free parking.	4/13/2014 9:22 AM
96	Doctors appointments Just simple wondering around site seeing and enjoying the downtown	4/13/2014 8:27 AM
97	We like the old house we share with several others. It's an old house with ghosts and lots of character.	4/13/2014 7:47 AM
98	medical/dental appointments	4/12/2014 11:42 PM
99	Doctor, library, Russell's.	4/12/2014 8:26 PM
100	Medical	4/12/2014 8:07 PM
101	Dr. Appointments Dentist Appointments	4/12/2014 6:50 PM
102	visiting friends	4/12/2014 6:39 PM
103	drs. appts.	4/12/2014 6:00 PM
104	Hairdresser	4/12/2014 4:28 PM
105	I own a clothing store on Lower Johnson.	4/12/2014 1:15 PM
106	I rarely go downtown because of all the bums, the urine, feces and vomit lurking in every corner and the commissionaires who hang around a meter waiting for it to expire.	4/12/2014 12:14 PM
107	medical appointments	4/12/2014 11:18 AM
108	When I have company from out of town that want to do some Victoria tourist activities.	4/12/2014 10:30 AM
109	medical appointments	4/12/2014 10:09 AM
110	Nothing if I can avoid it.	4/12/2014 9:46 AM
111	Library (Main branch), Coast Capital Savings, Russell Book Store, Vitamin Shop, Bay Cafeteria, Pacific Rim College appts, occasional shoe/boot repair	4/12/2014 9:25 AM
112	Visiting friends and family	4/12/2014 9:08 AM
113	I just love downtown!	4/12/2014 9:05 AM



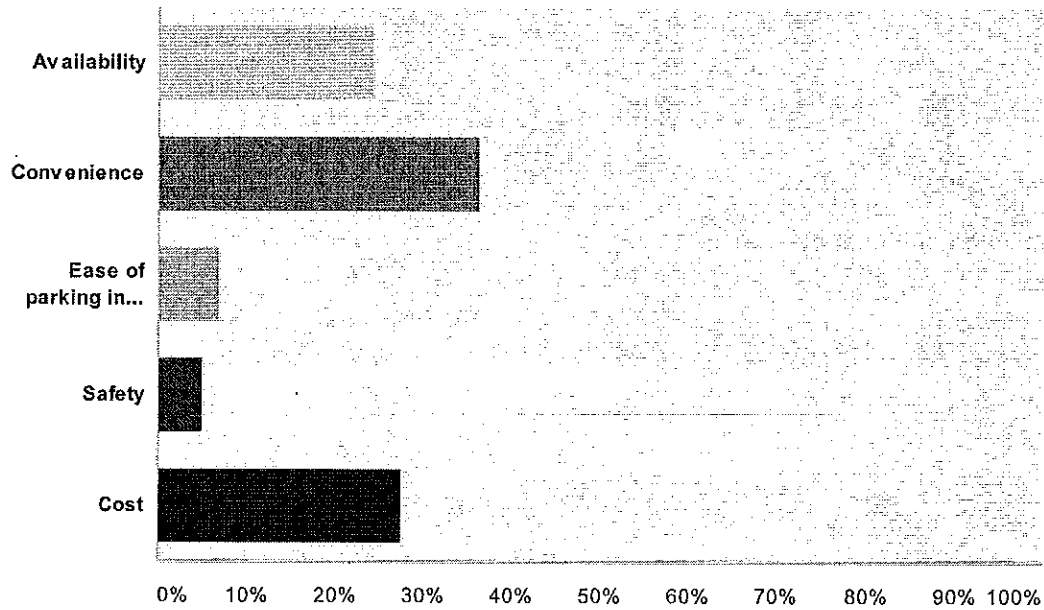
## Parking Survey

114	and tasks I must do for my parents, clothes shopping, doctor's and dental appointments, and often will take them for lunch somewhere in town.	4/12/2014 8:53 AM
115	Appointments, visiting friends and just for something to do	4/12/2014 8:10 AM
116	Only my wife shops downtown. I can find everything I need at the surrounding Malls where there is 3 hours of free parking and the panhandlers are kept off the property by private security.	4/12/2014 7:18 AM
117	I used to shop downtown as will but now stick to Hillside/Mayfair and Uptown	4/12/2014 7:11 AM
118	dentist and eye specialist	4/12/2014 7:03 AM
119	spa, physiotherapy, lawyer, etc.	4/12/2014 1:08 AM
120	working out	4/12/2014 12:35 AM
121	Business Appointments	4/11/2014 6:56 PM
122	Fitness Class	4/11/2014 5:06 PM
123	Special events and festivals	4/11/2014 4:56 PM
124	visiting friends and family	4/11/2014 4:29 PM
125	Just about everything. :)	4/11/2014 1:53 PM
126	Dental and medical	4/11/2014 11:26 AM

## Parking Survey

### Q5 What is the top factor when choosing parking downtown? (Please select one.)

Answered: 1,043 Skipped: 13

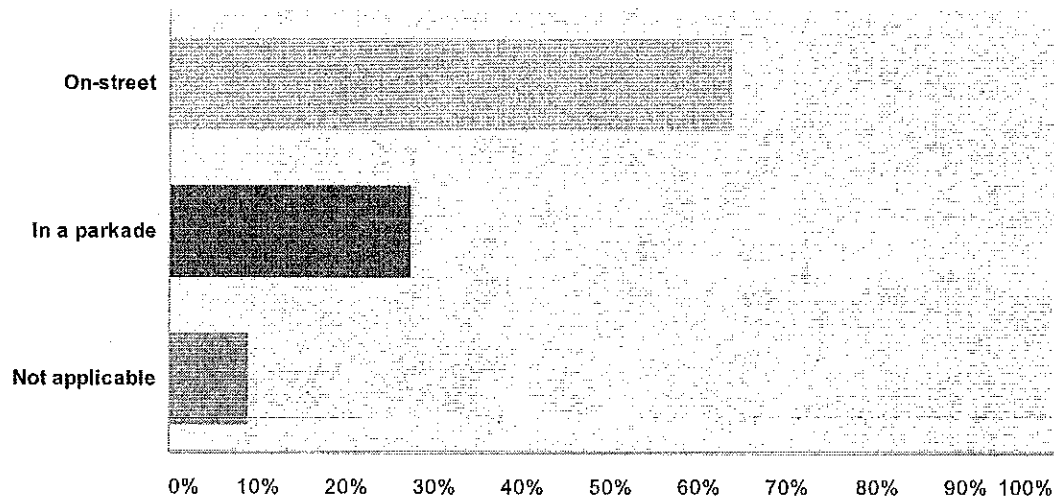


Answer Choices	Responses	
Availability	24.26%	253
Convenience	36.24%	378
Ease of parking in space allotted	6.90%	72
Safety	5.08%	53
Cost	27.52%	287
Total		1,043

## Parking Survey

### Q6 When you're downtown, do you prefer to park:

Answered: 1,038 Skipped: 18



Answer Choices	Responses
On-street	63.58% 660
In a parkade	27.36% 284
Not applicable	9.06% 94
<b>Total</b>	<b>1,038</b>

#	Why?	Date
1	it takes more time to walk from a parkade to where I am going. Parkades are often full. I don't like using the payment machines, its better if there is an attendant to help.	5/9/2014 1:13 PM
2	Easier to remember location.	5/6/2014 10:18 AM
3	Seems easier.	5/6/2014 10:14 AM
4	Easier on-street but hard to find so then I go to parkade and use 1-hour coupon. (Note: Both "on-street" and "In a parkade" were selected in print survey) (Noted next to Q7: Park a few times a year - usually at night when it is free.)	5/6/2014 10:07 AM
5	On two occasions members of my family have experienced damage to vehicles and thefts from vehicles. Losses in both instances were greater than \$100. Hence we will not park in City of Victoria operated parkades.	5/6/2014 9:44 AM
6	Easy, convenient.	5/6/2014 9:30 AM
7	I think to me it feels safer.	5/6/2014 9:25 AM
8	Usually only need 45 - 60 minutes for my needs.	5/6/2014 9:20 AM
9	No chance of getting a parking ticket.	5/6/2014 9:15 AM
10	Ultimately depends on why I'm downtown and how long I'm downtown for, I generally prefer to park on street for convenience.	5/6/2014 9:09 AM
11	Prefer to park on-street and in a parkade (noted on print survey).	5/6/2014 9:03 AM
12	I prefer to park in an above-ground parking lot as closed to my destination as possible. This is mainly for reasons of safety.	5/3/2014 9:09 PM

## Parking Survey

13	Hoping to be close to where I need to be if I am driving	5/3/2014 9:24 AM
14	Seems to be the quickest option.	5/2/2014 10:53 PM
15	Convenience accessibility	5/2/2014 10:39 PM
16	convenience	5/2/2014 10:02 PM
17	I would prefer on street parking if I could find it affordable, as I prefer the convenience. However as I get to know the parkades, I am more willing to use them if they are more affordable, since it is hard to find on street parking with long enough time limits for our purposes. Mostly I come downtown by bus (for work) but do drive for errands (library) or when my wife and I go out (evening or Sundays).	5/2/2014 7:32 PM
18	I usually walk downtown, but the occasions where I drive, I do park on the street.	5/2/2014 7:20 PM
19	vehicle and personal safety	5/2/2014 7:19 PM
20	convenience	5/2/2014 5:37 PM
21	To use the pre-loaded parking card in the blue meters.	5/2/2014 4:12 PM
22	Limited ability to walk far distances.	5/2/2014 3:49 PM
23	I prefer to park as close to my desired location as possible; sometimes that is on the street, other times it's in a parkade.	5/2/2014 2:42 PM
24	Convenient. Money goes to city and not a leased lot via Robbins.	5/2/2014 1:50 PM
25	Parkades sometimes creepy	5/2/2014 12:50 PM
26	So I don't have to worry about getting a parking ticket from the parking nazis.	5/2/2014 12:35 PM
27	It doesn't necessarily matter what setting I park in, as long as it's cost effective and close to where my activity is	5/2/2014 11:32 AM
28	Because I can find free parking in various places	5/2/2014 11:12 AM
29	Simple and more cost effective. various payment methods.i work close to a parkade.,	5/2/2014 11:07 AM
30	Faster and easier. No risk of getting a parking ticket I can't afford.	5/2/2014 11:04 AM
31	I ride a bike. I park where there are racks.	5/2/2014 10:56 AM
32	Because of the limited time on street parking and it's cost	5/2/2014 10:39 AM
33	Parkades appear dodgy to me ... if the street is well lit, I'd rather park there. Also, it's my perception based on past usage that they are crowded and I drive around and around looking for a spot, then wedge my car (I drive an Outback) into an impossibly small stall.	5/2/2014 10:32 AM
34	prices are better and you don't have to worry about getting a ticket if your meter expires or moving your car if you plan on staying downtown longer after your meter is expired	5/2/2014 10:24 AM
35	When I take my car, I can usually find a spot. And typically am there on short-term basis - one or two hours. For a longer stay, I would use the parkade- sometimes using the one-hour free car. But most days, esp. with decent weather, I take my bicycle. No cost, no worries, usually decent bike parking nearby. And I can stay all day, walk around, move the bike as needed. All so easy, which is why hundreds and hundreds of others are doing the same.	5/2/2014 10:18 AM
36	Currently park in the parkades as I get the first hour free. However avoid the parkades at night for safety concerns and now that there is an evening cost to street parking my family and I opt to shop at either Uptown, Hillside and/or Tillicum Malls.	5/2/2014 9:56 AM
37	Most free parking is on-street.	5/2/2014 9:19 AM
38	During the day, it is cheaper.	5/2/2014 8:57 AM
39	Because street parking is really ridiculous. The prices vary throughout the city and you cannot renew your parking from your phone like in Vancouver.	5/2/2014 8:55 AM
40	Parkades are okay, but they are not as convenient as parking close by to your place of business. Depending on the time of day, they can be busy also, having to park close to the top floor is a pain when driving. I think they are safe and clean and have never had issues with parkades.	5/2/2014 7:50 AM
41	It is generally more close to where I am shopping or eating... and often the parkades are full.	5/2/2014 7:46 AM

## Parking Survey

42	It just more there. and I do not need to keep running back to money in	5/2/2014 7:25 AM
43	I don't have to worry about feeding the meter	5/2/2014 7:12 AM
44	I have a convertible, and theft or vandalism in parkades is an issue particularly with soft-tops.	5/2/2014 2:36 AM
45	Virtually impossible to find a vacant parking space downtown. I don't want to waste my time driving around looking for a parking space.	5/2/2014 12:47 AM
46	Depends on length of time. On street often better access to where I'm going. Parkade for longer periods	5/1/2014 11:13 PM
47	I know that there's security in the parkade and my car will be more safe.	5/1/2014 10:55 PM
48	Safety	5/1/2014 10:34 PM
49	catch bus	5/1/2014 10:06 PM
50	on-street for one stop trips (of whatever duration). Parkade for multiple trips or long time in downtown.	5/1/2014 9:58 PM
51	Parkades are filthy, urin soaked and smelly and stairways and elevators have no security cameras.	5/1/2014 9:28 PM
52	Have free parking during work hours - business has 6 parking spots, and most days that's fine - sometimes have to pay for all day parking elsewhere though	5/1/2014 9:06 PM
53	Convenient. Safe.	5/1/2014 8:55 PM
54	We live in a rainy and cold city for most of the year, I'm usually downtown dressed for dinner, I want to be close to my destination.	5/1/2014 8:09 PM
55	Cheaper after 6	5/1/2014 7:01 PM
56	Close to destination. Free (as I'm usually down for dinner). Cost isn't exorbitant during the day (for short, 30-45min stays). Not all parking lots are 'nice' to walk through.	5/1/2014 6:40 PM
57	Covienience. Plus cost. On the rare occasion I take my car downtown I try to do so when street parking is free	5/1/2014 6:35 PM
58	Because it's easier. I don't have to deal with people using drugs or the smell of pee on the street. and it's usually pretty easy to find a spot close to if not right in front of where I'm going.	5/1/2014 6:22 PM
59	Don't feel safe in most parkades; parking short term.	5/1/2014 6:18 PM
60	Do not like parkade's. Simple. They're dirty, smelly and often have to go almost if not all the way to the top. Elevators are smelly and dirty. Too expensive.	5/1/2014 6:16 PM
61	It's safer. Too many street people would be in parkades, I would find needles in there. And there are too many places for someone to hide. I just never felt safe and secure in them. At least on the street, there would be others around in case someone wanted to try something.	5/1/2014 6:16 PM
62	Convenience to all errands reach	5/1/2014 5:58 PM
63	I can park outside a business (if there is a spot available) and not have to hike from a parkade. I also prefer to parallel park so my doors don't get dinged like they sometimes do in tight parkades.	5/1/2014 4:52 PM
64	Street parking tends to be closer to the destination i need to go to. i'm a lazy person :)	5/1/2014 4:11 PM
65	When I rarely do have a car, I park in the two hour areas on the edge of town - encourages walking, and no cost.	5/1/2014 4:01 PM
66	I prefer on the street but can't when working...	5/1/2014 4:00 PM
67	Because I don't have to worry about being back to my car at a certain time.	5/1/2014 3:42 PM
68	If an on-street spot is available, it is much more convenient than going into a parkade.	5/1/2014 3:42 PM
69	Depends on location, but like the idea of some form of security	5/1/2014 3:34 PM
70	I can usually find a Parking space easily.	5/1/2014 2:34 PM
71	It's less of a hassle than circling the block over and over again (using gas) looking for street parking, and the cost is acceptable.	5/1/2014 2:19 PM
72	first hour free	5/1/2014 1:57 PM

## Parking Survey

73	I don't feel safe in parkades.	5/1/2014 1:54 PM
74	Feels safer (less likely to have car broken in to or damaged) and is often closer to my destination.	5/1/2014 1:41 PM
75	When coming downtown in the evening I do not feel comfortable parking in a parkade. Street parking when available is far more convenient and its free after 6 pm!! Thats incentive.	5/1/2014 1:39 PM
76	Provided one can find a spot, it is usually more convenient than a parkade.	5/1/2014 1:37 PM
77	It is cheaper, the first hour free is a great program.	5/1/2014 1:31 PM
78	I ride a motorcycle and am very happy that parkade parking is half price for motorcycles and scooters. If it weren't, I would not be able to park downtown at all. Also, if I'm downtown for a short period, I like to park in the small-vehicle metered stalls, but very often find oversized vehicles in these stalls. After several months of seeing oversized vehicles in these stalls I gave up and started only parking in the parkade during the day.	5/1/2014 1:30 PM
79	PLEASE SEE COMMENTS IN # 23 - I have not filled in other areas because I have already submitted a fully completed survey	5/1/2014 1:24 PM
80	Live too close to downtown to drive. Would be ridiculous.	5/1/2014 1:00 PM
81	anywhere thats cheap	5/1/2014 12:59 PM
82	I hate parallel parking! But the parkades are often a bit dirty and smelly - would be nice if they were cleaner.	5/1/2014 12:52 PM
83	Seems safer	5/1/2014 12:48 PM
84	I can get closer to my destination and feel safe. My car has been broken into twice in the city parkades.	5/1/2014 12:39 PM
85	More convenient,faster.	5/1/2014 12:30 PM
86	When down town for quick errands i prefer to use street parking. Parkades can be inconvenient to access if it is a quick trip. For all day parking, parkades are fine.	5/1/2014 11:41 AM
87	No time limit. Easy to find a spot. Convenient location.	5/1/2014 11:30 AM
88	It just always seems to be closer to where I need to get.	5/1/2014 10:05 AM
89	It does not matter to me if I park in the street or parkade. I typically choose based on location and length of time I will be downtown.	5/1/2014 9:54 AM
90	Often I'm just running into a shop so I prefer to park on the street. If I'm staying longer downtown, I usually park in the city parkades because they are less expensive and not time bound.	5/1/2014 8:30 AM
91	Often I'm just running into a shop so I prefer to park on the street. If I'm staying longer downtown, I usually park in the city parkades because they are less expensive and not time bound.	5/1/2014 8:30 AM
92	I am usually in town for short periods of time. I have a city parking card which I love!	5/1/2014 6:19 AM
93	Only on Sunday and after 6pm because it is free. I park in customer parking provided by business for their customers because it is free.	5/1/2014 1:24 AM
94	Car got broken into multiple times in parkades.	4/30/2014 10:55 PM
95	Closest to where I'm going. Quicker that parkades.	4/30/2014 9:24 PM
96	Easier to get where I need to be	4/30/2014 9:04 PM
97	On-street parking is more accessible. It also feels more convenient (even though not always available), because paying for parking in parkades is feels very inconvenient.	4/30/2014 8:37 PM
98	I suppose just the perceived convenience, having a toddler it can be easier to be close. However, we do use the parkades as well, especially during peak times.	4/30/2014 7:46 PM
99	More people around. Parkades can feel scary at night when I am alone.	4/30/2014 6:23 PM
100	Faster and safer	4/30/2014 3:02 PM
101	Closer to my destination	4/30/2014 2:30 PM
102	more monthly parking needed to pick up the slack for owners of the increasing number of homes in the old town with almost no parking being built onsite	4/30/2014 2:18 PM

## Parking Survey

103	On-street parking is safer. I've had my vehicle broken into three times in City parkades.	4/30/2014 2:18 PM
104	Closest to the business I'm going to	4/30/2014 10:18 AM
105	I generally park anywhere I can find a spot. Usually in a Robbins parking lot because all the street parking is already filled up, and I drive a truck so there is not a lot of space to parallel park (especially if the other driver did not park properly).	4/30/2014 8:15 AM
106	When I drive a wheelchair van I can't park in a parkade even if I would prefer it. When I drive a car I prefer a parkade.	4/30/2014 12:39 AM
107	More secure. Less chance of theft or vandalism.	4/29/2014 10:26 PM
108	Parkades are less secure than the street. I know that they have improved but they are still less secure in that your car is more likely to get broken into in a parkade.	4/29/2014 9:13 PM
109	It's much easier to find a spot and I don't have to parallel park.	4/29/2014 8:18 PM
110	I hate parallel parking	4/29/2014 8:09 PM
111	Love the parking card but you don't accept it in parkades	4/29/2014 3:59 PM
112	convenient, closest to my destination	4/29/2014 3:30 PM
113	Parkades take longer to get in and out of and do not feel as safe as street parking, they can also be located further from your destination than street parking. Street parking is generally faster, easier, safer and closer to your destination.	4/29/2014 2:59 PM
114	I'm usually not downtown for long, so it is more convenient to be on the street. If I am downtown for more than an hour, then I will use a parkade (also because I will use a one hour free ticket from a local retailer)	4/29/2014 2:17 PM
115	City of Victoria should investigate a trolley system similar to the Langford system. This would decrease the need for residents that live in neighboring areas (Songhees, Victoria West, Fairfield, Harris Green, Humboldt Valley, James Bay) from bringing their cars downtown. Although there is a bus system already in place it's not nearly as popular as a trolley system. Even in Langford where there is a two-tier trolley and bus system the trolley system is so popular that they have increased their fleet continuously. If you want people to use the city parkades a trolley would facilitate this as well. People favour street parking over parkades because the street spots tend to be much more accessible and closer than the parkades. Unfortunately the city parkades aren't in the greatest spots. A trolley service could pick people up from the parkades and drop them off where they need to be.	4/29/2014 2:13 PM
116	More convenient but hard to find so often must use parkade.	4/29/2014 12:16 PM
117	its easy to access.	4/29/2014 11:55 AM
118	Depends on purpose of trip. If I am going to be downtown for several hours, a parkade is a good choice. If I am picking something up, street parking is preferable.	4/29/2014 8:21 AM
119	Safety	4/29/2014 8:07 AM
120	Safety	4/29/2014 7:45 AM
121	I would prefer to park on-street, but parkades are cheaper - and monitored.	4/29/2014 7:27 AM
122	I operate an tall commercial vehicle that does not fit in parkades.	4/28/2014 10:33 PM
123	Depends on time of day and availability on the street. Quick cruise around likely street spots somewhat near to my destination, then the fall-back position to the parkade under the library.	4/28/2014 10:19 PM
124	Parkades can be creepy at night. Don't find them during the day.	4/28/2014 10:06 PM
125	Typically on street parking is closest to my destination, if space is available.	4/28/2014 9:51 PM
126	its easy and straight forward	4/28/2014 9:25 PM
127	More readily available	4/28/2014 8:26 PM
128	I drive a westfalia van. I require 7 feet of clearance. Only the View St parkade provides this. I would use parkades more if they were't too low. My van is not out of the ordinary height-wise, I'm sure this affects others as well!	4/28/2014 5:36 PM
129	convenient	4/28/2014 5:03 PM
130	Parkades are gross and unsafe, all your parkades smell of urine, and are unpleasing to be inside.	4/28/2014 4:41 PM

## Parking Survey

131	I feel safer on the street.	4/28/2014 4:28 PM
132	feel safer on the street than in a parking garage, especially evenings.	4/28/2014 4:14 PM
133	Less vehicle break ins	4/28/2014 4:01 PM
134	I will park on the street and in a parkade depending on what is available	4/28/2014 3:45 PM
135	Convenience	4/28/2014 3:04 PM
136	better chance of finding a spot in one area	4/28/2014 2:44 PM
137	usually less expensive for short periods.. no minimum of \$2.50 per hour	4/28/2014 2:36 PM
138	Proximity to destination and lower cost for short-term parking than parkades. For longer-term parking, Victoria's parkades are very reasonable.	4/28/2014 2:10 PM
139	I choose street parking mostly in the evenings since it is free. Or when I'm parking for a short period of time.	4/28/2014 2:03 PM
140	More convenient	4/28/2014 12:23 PM
141	You don't have to worry about your time running out or be constantly plugging meters with spare change.	4/28/2014 11:45 AM
142	Fastest to get where I'm going, closest to storefronts.	4/27/2014 10:12 PM
143	Actually I have 2 different answers. When I'm downtown for work, I use a parkade. If I'm downtown for a quick shop, I park on the street if I can find parking. Both boil down to cost and/or convenience.	4/27/2014 8:25 PM
144	safety of my vehicle. parking on streets is too risky due to careless bikers, pedestrians and other cars.	4/27/2014 8:24 PM
145	Cheaper	4/27/2014 7:55 PM
146	Depends where I'm going - i.e. how close a parkade is to destination. Also depends on how long I am going to be downtown (i.e. street for short visits; parkade for longer periods).	4/27/2014 5:23 PM
147	Just feels easier...and I forget about the parkades	4/27/2014 4:58 PM
148	Since I don't own a car (on purpose), I find I am not directly affected by parking issues downtown. However, I am somewhat surprised that we still consider cars to be a priority in the busy downtown core of the city. Why don't we inspire ourselves from many European cities, why have simply blocked some streets, sometimes an entire area to traffic, so that pedestrians can have a real feel of the city, without being invaded by careless drivers, exhaust fumes and frustrated people who precisely cannot find parking spots. Wouldn't it be better to encourage cycling, using the bus and if at all possible leave your vehicle at home or in outskirts big parking lots?	4/27/2014 3:45 PM
149	On-the street when coming for pleasure (Short Term) Parkade for when I work (long Term)	4/27/2014 2:26 PM
150	It depends on what I'm coming downtown to do. I have a friend who lives downtown and it's very difficult to visit with a car. There is lots of choice but on-street is closest to that residential area.	4/27/2014 11:51 AM
151	Proximity to shop and convenience	4/27/2014 10:38 AM
152	I like being on routes of travel and being able to get more easily in and out of the downtown- while I don't mind the off street parkades for the spaces for parking- I find the stair wells and access to the parking spaces smell, not well enough lit, uninviting for use ( discouraging street entrenched folk from hanging out in these areas makes them also very uninviting for the legitimate user- I do not feel safe in the stair wells ever day time or night time) - parking on the street has become such a deterrent to enjoying downtown- due to cost and over enforcement. However I have to add that while doing some holiday shopping my street parking space time went over by a couple of minutes and I had rushed out of a store to find that the Downtown Business association had put a notice on my windscreen saying that they were dealing with the ticket - what a strategy to offset the over enforcement and cost of parking in downtown! Even with that positive gesture I did not go to downtown to do more holiday shopping again - once bitten- twice shy!	4/27/2014 9:25 AM
153	Don't have to worry about the meter running out.	4/27/2014 8:28 AM
154	usually closer to my destination and easy to get to the car	4/27/2014 8:01 AM
155	Convenient. Fast.	4/27/2014 5:44 AM
156	safer, easier	4/26/2014 10:11 PM



## Parking Survey

157	Cheaper and safer. Covered parking	4/26/2014 9:54 PM
158	1) I bike downtown to work, so if I driving downtown it is usually with my kids, so I like to be as close to the destination as I can be. If I am going to an appointment, I will usually park in the parkade.	4/26/2014 9:14 PM
159	No worries about staying overtime and getting a ticket	4/26/2014 9:07 PM
160	I dont feel safe in a parkade ad I find them inconvenient.	4/26/2014 7:26 PM
161	Usually closer to where I am going.	4/26/2014 7:12 PM
162	Robbed in a parkade, Had teens threatened , Got trapped in a costly traffic jam, Hate them	4/26/2014 6:45 PM
163	Prefer street parking for short trips and quick stops, especially after 6 when it's free of charge.	4/26/2014 6:31 PM
164	I park where I can, based on time needed. Sometimes on the street, sometimes in a lot.	4/26/2014 5:49 PM
165	Safer	4/26/2014 5:29 PM
166	Takes more time to park in parkade	4/26/2014 5:13 PM
167	multiple reasons - sometimes have dog in vehicle (winter), better ventilation. Often carrying large and awkward items, easier to be as close as possible to destination and not have to navigate stairwells. Street is usually way closer to where I want to be.	4/26/2014 4:41 PM
168	My vehicle is too tall for the parkades.	4/26/2014 4:39 PM
169	Because it is most convenient as there are likely spots available and I do not have to go back and add time if I am going to be longer than expected.	4/26/2014 4:22 PM
170	It's faster than going in and out of a parkade. I'm not usually looking to park for a long time downtown since I live not too far away.	4/26/2014 3:57 PM
171	Because it is free at night and during the day the parkades are so full that only the top floors are available	4/26/2014 3:51 PM
172	Cheaper, lasts longer.	4/26/2014 3:17 PM
173	free	4/26/2014 3:00 PM
174	convenience	4/26/2014 2:47 PM
175	I can leave my car for longer.	4/26/2014 2:29 PM
176	On street parking is very limited	4/26/2014 2:11 PM
177	Easier to get to where I want to go and usually closer.	4/26/2014 1:49 PM
178	Parking downtown is difficult to find and expensive, so I always take the bus.	4/26/2014 1:44 PM
179	Generally more spaces available and cheaper than parking in a parkade.	4/26/2014 1:35 PM
180	See #5	4/26/2014 1:10 PM
181	Easy/quick access/loading unloading from my downtown business. Have been broken into in multiple parkades.	4/26/2014 12:56 PM
182	For work I park longer than 1.5 hours For dinning no on street spaces are available having been taken by restaurant employees	4/26/2014 12:55 PM
183	I have had my car hit multiple times on the street.	4/26/2014 12:49 PM
184	Parkade's are not very close to where I am going- they take longer then street parking, and are a little scary.	4/26/2014 12:48 PM
185	Because of availability and because I often need to be downtown for longer than 90 minutes. If I'm downtown for a short visit or at night I prefer street parking.	4/26/2014 12:38 PM
186	At night, I prefer going directly to a parkade in most cases as it avoids me driving around and around searching for a spot. Should I see an available spot close by when the parking is free, I may take it. However, in general I feel that my car is better protected from random drunken abuse by others when it is tucked away in a parkade than when it is exposed on the street. If I have a short errand in the day, I will pay for a meter. If I have an extended appointment, lunch, etc, I'd sooner use a parkade and not have to worry about watching the meter.	4/26/2014 12:17 PM

## Parking Survey

187	Easier than driving around in circles, but I'll spend a few minutes looking for spots on the way to the parkade.	4/26/2014 11:57 AM
188	Because the parkades are not very clean and I generally feel unsafe parking alone in the parkade.	4/26/2014 11:51 AM
189	usually closer to the destination	4/26/2014 11:40 AM
190	Parkade unsafe	4/26/2014 11:38 AM
191	Parkades are less convenient than street parking.	4/26/2014 7:56 AM
192	Depends on length of time I'll be downtown. Short stays are on-street preferred. Longer stays are in a parkade.	4/25/2014 10:14 PM
193	the only conveniently available parking to my destinations is on street.	4/25/2014 9:46 PM
194	easy in, easy out - I only go downtown if I am forced to because I have to pick up something for work, we now actively avoid downtown and refuse to bring our visitors there because of the parking and its prices	4/25/2014 9:02 PM
195	Don't have to worry about the time expiring and getting a ticket.	4/25/2014 8:35 PM
196	Prefer to park in parkade but don't like the prices. I hate driving around looking for a spot on the street. I come downtown so seldom because the parking is bad. The parkades get full and sometimes I just go back to shopping centre.	4/25/2014 8:33 PM
197	I park in the 1 or 2 hour free zones or I come on Sunday.	4/25/2014 7:22 PM
198	This is most convenient for me	4/25/2014 7:03 PM
199	I park on the street because of the parking card, which allows me to pay only for the time I actually parked (to the minute). I then get an immediate refund of the money that was not used. Also, I don't need to worry about getting change for parking anymore. It is simple, efficient, and convenient.	4/25/2014 7:02 PM
200	closer to destination	4/25/2014 6:17 PM
201	Parking in almost all downtown parkades are smelly (urine), dark and dingy, and find that street people hang around, making me uncomfortable. Street parking, when I can find in the general area I am visiting is preferable, especially now with the pre-loaded city parking card, that refunds unused time. Also on street, my car is less likely to be targeted for break-in as it is in plain view. I also feel safer, and look for parking in the better parts of the city downtown, and avoid areas where homeless and drug addicts hang.	4/25/2014 6:10 PM
202	I generally park east of Blanchard and walk in or if the weather is nasty I park in the parkade. on Broughton. I also park at the other end of town in the Fisgard etc. area and walk in.	4/25/2014 5:33 PM
203	Parkades take too long to get in and out of. Provide a discount for using upper (or lower for underground) floors of parkades. This should require some sort of verification system to ensure that some actually parked there for the duration on the time in the parkade. Any plan that is devised would need to be checked on how it can be scammed.	4/25/2014 5:22 PM
204	I drive a full sized truck that is too high for the parkades. There needs to be large vehicle only parking.	4/25/2014 5:21 PM
205	Close proximity to businesses. Convenience.	4/25/2014 5:19 PM
206	Either depending on how long I will be there	4/25/2014 5:15 PM
207	I don't mind parkades but they are almost always full to the top floors and then there is a slow roll to the paying cubicle. It's quicker to park on the street.	4/25/2014 4:07 PM
208	It's most convenient to park on-street (if I can find a spot). I know there are always empty spaces in the parkades, but I circulate looking for on-street parking thinking that I'm going to find one. Eventually I do, but it usually takes longer than it would have to park in a parkade. Yet I still park on-street...	4/25/2014 3:21 PM
209	More convenient to where I want to be.	4/25/2014 3:05 PM
210	I prefer to park in a parkade because of the 1.5 hour maximum for on street parking downtown. I am always at appointments for upwards of 2 hours... which street parking doesn't allow for, even if you pay a second time, if your tires are chalked you're still screwed.	4/25/2014 2:56 PM
211	Whatever option is easier...	4/25/2014 2:17 PM

## Parking Survey

212	With poor weather most of us don't want to run in the rain from parkades to the store front. If the buildings were allowed to install awnings then parkades would be more accepted instead if everyone wanting street parking.	4/25/2014 2:16 PM
213	I'm more likely to get a parking spot quickly and the cost is cheaper than on the street.	4/25/2014 2:16 PM
214	I feel safer parking on the street than in a parkade and it is more convenient. I do use parkades during the day but would not use them at night if I was alone.	4/25/2014 11:36 AM
215	Parking on the street seems easier and I don't always feel safe in a parkade particularly at night.	4/25/2014 11:26 AM
216	Honestly, so I don't have to fret about the ridiculous parking enforcement officers ticketing my car the MOMENT it expires. Parking in Victoria is the downfall of our fair city.	4/25/2014 10:18 AM
217	Parking all day, covered from elements, larger capacity.	4/25/2014 9:54 AM
218	I don't feel safe in the lots. B	4/25/2014 9:44 AM
219	Because it's more convenient and usually cheaper. (I think?)	4/25/2014 9:27 AM
220	I avoid going downtown at all costs as a result of the predatory parking policies. Bringing children or out of town family members always leads to more frustration and costs than a visit to downtown Victoria justifies.	4/25/2014 9:20 AM
221	I feel there is a less chance of vandalism, break-ins, sideswipes. Last time I parked on the street, it cost me \$1500 in damage to my parked vehicle	4/25/2014 9:14 AM
222	Convenience	4/24/2014 9:17 PM
223	can't find street parking and it wastes lots of gas driving around looking for a spot. Did you know that 45 seconds that a car idles uses the equivalent in gas when a car travels 1 km.	4/24/2014 9:11 PM
224	I'd rather pay a fixed parking fee than deal with parking commissionaires - who are totally unreasonable.	4/24/2014 8:59 PM
225	It is easier then dealing with the waits for the parkade and dealing with the cost of the parkade. I would not park in a parkade at night being a female that does not make me comfortable. And prefer street parking as you can get closer to where you are actually going.	4/24/2014 5:33 PM
226	availability and convenience	4/24/2014 5:03 PM
227	We own only a 20 foot camper-van and it is too tall to fit into a parkade. Note: when we do park downtown it will be as early as possible in the day to find an adequate site for our vehicle. The following few questions aren't really applicable to our situation.	4/24/2014 4:48 PM
228	Pending on how long I need to be downtown, I will park where space is available. I will not circle in search for a spot more than once. If no spaces are available during a first pass, I will find a parkade.	4/24/2014 4:06 PM
229	Because it's free after 6 and on Sundays.	4/24/2014 3:54 PM
230	Cost is the greatest factor in choice, second is location	4/24/2014 2:18 PM
231	convenience and a general overall feeling of safety compared to parkade	4/24/2014 1:21 PM
232	Some years ago I parked in the evening in the View Street parkade. Though I left my car on the street level of the parkade, actually visible from the street, some vandal still broke a window to get into my car. I had left a tiny bit of change, perhaps 50 cents, in a tray, and that's all the thief took. It cost a lot to fix that window. I'm not convinced that parkades are monitored properly, especially at night. I have used parkades since, but only in daylight hours. I also use metered street parking when necessary. But mostly I choose to park on streets where I can park for free, and then walk the extra distance to get downtown.	4/24/2014 12:56 PM
233	I do not have a car. I walk downtown and occasionally take the bus.	4/24/2014 11:01 AM
234	I try to only come downtown on Sundays when I can get free street parking.	4/24/2014 10:28 AM
235	it's generally closer to the store I am shopping in.	4/24/2014 10:00 AM
236	I do prefer street parking because I feel safer even though I have not had a bad experience in a parkade. Street parking is usually closer to the business I am attempting to get to. I will circle an area twice and if nothing is available on the street I will go to the nearest parkade.	4/24/2014 10:00 AM
237	Safe, covered and easier than searching for a spot on the street	4/24/2014 9:33 AM

## Parking Survey

238	During the day I prefer a parkade but at night I prefer to be onstreet due to visibility.	4/24/2014 9:27 AM
239	In a parkade I'm not having to circle around looking for a spot when other drivers are rushing. I'd prefer to simply get to a parkade where I have better luck of finding at least one spot.	4/24/2014 9:24 AM
240	I do not believe in paying for parking, so I try to find a time-limited parking zone.	4/24/2014 8:17 AM
241	Parkades take too long to navigate and the stairwells stink of urine.	4/24/2014 7:02 AM
242	So I don't have to worry about the meter running out & getting a ticket	4/23/2014 9:06 PM
243	I find parkades spooky and worry about safety. I only park there if I know I need to be downtown for several hours or I am going to a concert where lots of people are arriving and leaving at the same time.	4/23/2014 8:48 PM
244	Only a city parkade; not a private parkade. Guarantee that there will be a spot; reduces driving around the block	4/23/2014 8:15 PM
245	I will park in a parkade but they are usually full. Generally I will park anywhere that's not a Robbins Parking lot due to their overzealous ticketing practice and chance of having a boot on my SUV.	4/23/2014 7:53 PM
246	Less hassle trying to find an "open" spot. Can park for a longer period of time without fear of being "ticketed" Covered parking (for the most part)	4/23/2014 7:46 PM
247	Just for safety of the vehicle, in terms of being hit. Also for cost and ease because parkades provide better value than street parking and you don't have to keep adding more money to the meter or machines.	4/23/2014 7:40 PM
248	Feels safer and is usually closer to where I want to go	4/23/2014 7:00 PM
249	meters stop @ 6, cheaper... ease of access	4/23/2014 6:48 PM
250	Safer, more accessible, less hassle.	4/23/2014 6:38 PM
251	Since I support local economy and local farmers and also strongly believe in eating and serving local I do not get any big company grocery or processed food for my restaurant, because of this I end up doing all of my groceries and shopping myself. Because I do not have a van or a truck I am not allowed to park in the loading zone nor am I allowed to park in the three minute loading because it takes me more than 3 minutes to offload my whole weeks grocery. Some days specially during the summer I go round and round and round, the block before I can find a parking spot then I have to drag my grocery one by one to my restaurant. Why is it so hard to do business downtown, we pay the highest rent, we pay our taxes in time BUT we cannot even get a 30 minute parking to offload our grocery. I would like city to give me an idea to solve my problem. Is supporting local economy a punishment? The Mayor of Victoria is a regular customer of the Tibetan Kitchen, I am sure he does not know how hard it is to run a business without city giving us a hard time. I would like the city to give us decals to put in our SUV so we are able to park in the loading zone while offloading our groceries.	4/23/2014 6:35 PM
252	Often closer to where I am going	4/23/2014 5:51 PM
253	closer to stores	4/23/2014 5:46 PM
254	My parking spot is in a parkade	4/23/2014 5:35 PM
255	first-hour free are available to pick up from most of the business.	4/23/2014 5:25 PM
256	Easier to find a spot and assured I will not get a ticket	4/23/2014 4:43 PM
257	Had a junkies needle stuck in my sidewall one morning in the Parkade on Yates after leaving it overnight. Not fun to deal with a needle and a flat tire!	4/23/2014 4:28 PM
258	Not enough time on the meters	4/23/2014 4:28 PM
259	Closer to where I need to go.	4/23/2014 3:48 PM
260	I have a paid space behind the store.	4/23/2014 3:44 PM
261	The ticket people who are always scanning the streets make me so angry. They watch and wait until you are one minute late and then hurry to give you a ticket.... It is not worth it.... I know they are doing their job, but their draconian approaches leave much to be desired. I can park and pay and not get upset about getting a ticket if I am 5 minutes late.... This is the BIGGEST PROBLEM about parking downtown...I can go to the Mall and park for free with no hassles...	4/23/2014 3:36 PM

## Parking Survey

262	Parkades cost more, are typically quite crowded (higher risk of fender benders, dents, etc.), and often unappealing (people hanging out in stairwells, bad smells, etc.).	4/23/2014 3:34 PM
263	i like paying BEFORE I park, not afterwards. I also dislike needing to wait in a line to get out of a parkade.	4/23/2014 3:30 PM
264	Due to convenience and consistency among rates (I am not sure how much parkades charge). Also due to an increase in comfort and feelings of safety, as parkades are not always well-monitored.	4/23/2014 3:27 PM
265	Usually more availability	4/23/2014 3:04 PM
266	I haven't been in a parkade for a couple of months. But I really dislike them. When I ask directions from attendant (where is closest exit? where will it take me/ elevator?) I get a surly response. Need better markings/signage. Need cheerful people and cheerful signage.	4/23/2014 2:51 PM
267	Would be closest to venue and thus can keep an eye on vehicle	4/23/2014 2:47 PM
268	I walk or take the bus most of the time.	4/23/2014 2:35 PM
269	I feel it is safer and more convenient	4/23/2014 2:33 PM
270	Easy to access car for dropping off items; not sure of parkade hours and especially parkade safety at night	4/23/2014 2:30 PM
271	Because I park behind view towers since parking is only \$8.00 for 12 hours, not the \$13 for 8 hours in the parade. And this is with Robbins.	4/23/2014 2:26 PM
272	I ride a bike.	4/23/2014 2:17 PM
273	On-street is faster, more convenient and safer. Parkades close and therefore restrictive.	4/23/2014 1:52 PM
274	don't like parkades, don't feel safe after incident several years ago...	4/23/2014 1:49 PM
275	Closer to the area where I will be working or shopping. More "open" so feels safer.	4/23/2014 1:39 PM
276	Initially, for not having to worry about getting back to my car under-time. Just got used to it.	4/23/2014 1:15 PM
277	No pressure to keep my eye on the time as I would if I used meters	4/23/2014 12:59 PM
278	Safety, cost effective.	4/23/2014 12:53 PM
279	It's cheaper and the parkades are in good locations (so very convenient for me). Also safer to get a child out of the car than on the street.	4/23/2014 12:46 PM
280	I know too many people who have had their cars broken into at the parkades. I have had a backpack stolen, and my close friends had all their shopping stolen while they went for lunch. Even though they do not smell as bad as they did, the parkades are still very scary places. You would need a host on every floor at all times to make them feel different, not someone walking around on a circuit - thieves just watch until the person has left the area, and then know they have an hour to choose their victim vehicles.	4/23/2014 11:36 AM
281	It's easier and safer. Also, I have no idea how much it costs to park in the parkades, and they're difficult to find.	4/23/2014 11:14 AM
282	It's usually cheaper.	4/23/2014 10:58 AM
283	Parking spaces are small on the street, everyone is in a hurry and you are rushed to do good parallel park. Your meter maids/attendants are totally callus and miserable. Half the time the meter is not for long enough time, particularly on Fort Street.	4/23/2014 9:38 AM
284	I have a parking place in my condo	4/23/2014 9:30 AM
285	As a woman, I do not like to park in parkades at night when coming downtown to a restaurant, movie or performance. I DO NOT FEEL SAFE!!! It would be worth paying an attendant to be in the parkades in the evening, as I try to avoid parkades at night. During working hours, I am comfortable parking in a parkade.	4/22/2014 4:30 PM
286	I bike or walk because driving and parking downtown are inconvenient and I live nearby.	4/22/2014 3:43 PM
287	proximity to where I / we are going. City parkades do not serve areas east of Douglas very well. EG: Fort Street & Vancouver, Johnson & Cook, etc) Private lots are not appealing - ticket machines are not well lit, not under cover and certainly not intuitive as to how they operate	4/22/2014 1:26 PM
288	Then no parallel parking is required for certain!	4/22/2014 1:20 PM

## Parking Survey

289	I drive a passenger truck that has a modest roof rack, and I am not able to fit in all parkades or underground parking.	4/22/2014 12:13 PM
290	safer and faster	4/22/2014 10:42 AM
291	I just haven't gotten in to the habit of using parkades. Plus I find the stairwells in parkades are often nasty and smelly! Maybe I just had a few bad experiences..	4/22/2014 9:21 AM
292	Parkades are scary after dark and that is when I am most often downtown. I don't like climbing stairs or going up in the elevator late at night. Street parking is often more convenient to where I am going, but it is also quite hard to find.	4/22/2014 9:07 AM
293	Usually handier to where I want to go. Will use parkades during daytime, but not at night if alone.	4/21/2014 10:09 PM
294	Lack of safety in covered parkades.	4/21/2014 9:33 PM
295	It feels safer - may parkades are dark and smelly. Also, for convenience, as I have mobility problems, and walking the extra distance can be a problem	4/21/2014 8:10 PM
296	I do everything I can not to pay for parking I park on Humboldt and walk to where I need to go. If the parkades were cheaper I would prefer to park there.	4/21/2014 7:09 PM
297	Not as far to walk while with young son, bags and pregnant.	4/21/2014 4:27 PM
298	If I am shopping then I usually park in a parkade. Lunch or supper on street.	4/21/2014 2:20 PM
299	I will always first park on the street when available. Closer to where I am going, and purchasing time is convenient now. But this only applies if I know my exact time in and out, for example haircut. If uncertain of my time, or I can tell the streets are busy, I prefer parkades every time to avoid tickets and wasting time looking for an empty spot.	4/21/2014 12:00 PM
300	I don't feel safe in parkades.	4/21/2014 11:57 AM
301	Parkades may be safer, but it's a hassle driving around and around and around	4/21/2014 11:51 AM
302	It's cheapest and there's usually space without driving all over the place looking.	4/21/2014 11:50 AM
303	If it's free parking, I prefer to park on the street. But if I have to pay I'd rather park in a parkade because it's easier to find a spot. When walking to my car alone at night, I feel safer parking on the street than in a parkade.	4/21/2014 11:49 AM
304	I perceive it as quicker to get in and out than being in a parkade. The City has a lot of work to do to convince residents that the parkades are safe and clean.	4/21/2014 10:46 AM
305	convenience parkades are not clean, and sometimes feel unsafe, especially with no staff in attendance	4/21/2014 10:07 AM
306	out in the open with plenty of eyes walking by. parkades are too convenient for crooks and there will never be enough security to make them safer than parking on the street.	4/21/2014 9:56 AM
307	Not having to watch the clock and ease of finding a spot to park	4/21/2014 8:15 AM
308	I almost always choose to park in 1-2 hour free parking areas close to downtown and walk a little further to my destination.	4/21/2014 8:10 AM
309	It is the only safe option. Parkades are dark, smelly, and dangerous for women and for cars.	4/20/2014 3:28 PM
310	There is almost always room in the parkade. If there isn't room, the sign is visible at the entrance. I tend to use the View St. Parkade because it is so central and easy to get in and out of. The parkades are clean and bright and the prices are very reasonable. They are convenient and safe and the people manning the booth are always friendly and pleasant. If Victorians think the rates are too high, they should go to New York where the parkades charge \$27.50 per hour! I think ours are a bargain.	4/20/2014 2:59 PM
311	Parkades are more expensive and not necessarily safer.	4/20/2014 2:10 PM
312	Try to get close to my destination. I have prepaid card so easier to pay. Maybe prepaid parking lot cards could be available?	4/20/2014 12:02 PM
313	Free	4/20/2014 11:48 AM
314	Convenience, safety	4/20/2014 10:14 AM
315	Near where I'm going ie museum or arena	4/20/2014 9:00 AM

## Parking Survey

316	I don't like the parkades because I don't always feel safe in them and I don't like the fumes when you are behind someone on the ramp. Also I am not staying long, I shop and leave.	4/20/2014 8:28 AM
317	It is easier to get in and out of	4/20/2014 8:25 AM
318	I like the accessibility and convenience	4/19/2014 10:07 PM
319	I have a free 1 hour parking coupon and it's usually conveniently close to wherever I'm going. Parking in parkades are also easier than parallel parking.	4/19/2014 9:07 PM
320	doesn't matter	4/19/2014 8:54 PM
321	Easy	4/19/2014 7:53 PM
322	I like to park in the open, where I don't have to walk in dark places, take stairs (mobility issues) or elevators (safety concerns). If on street parking becomes too expensive I will not use parking structures, I will just not come downtown.	4/19/2014 6:52 PM
323	Closer to where you want to go	4/19/2014 5:55 PM
324	usually closer to what I am doing	4/19/2014 5:04 PM
325	I try to park on the street because of free parking during certain hours.	4/19/2014 4:19 PM
326	Choice depends on our destination, availability of parking.	4/19/2014 2:20 PM
327	It's easier to find a space in a parkade	4/19/2014 1:18 PM
328	Convenience: not having to search for a spot on the street, and the proximity to where I am usually going	4/19/2014 1:00 PM
329	I park when I find a convenient place. I do not waste time and fuel driving around looking for a spot. I choose a destination, then as I approach within ~150 metres, I start looking, go past, and generally head to the nearest car park/parkade. If I find a spot before I get to the car park, I take it. It is amazing, but I think (I have not kept stats) that the vast majority of the time I am within 75 metres of the destination. I think that when the time comes and I cannot manoeuvre my head, eyes and flexibility that I cannot go in reverse or parallel park, that will be an indication that I might not be capable of driving. And, 75 metres is not a long walk.	4/19/2014 11:02 AM
330	Usually a more convenient location for where I am shopping or eating, particularly in inclement weather conditions. However, if I know I will be over the 90 minute limit, I will use a parkade.	4/19/2014 10:54 AM
331	I avoid taking vehicles downtown. Instead I take the bus. I'd even rather ride my big tricycle downtown than handle the downtown traffic and try to find parking. When I do take a vehicle, I park over on Chatham or Discovery near Capitol Iron. It's free for two hours. It's easy to park without parallel parking. It doesn't smell like parkades do, like stale urine. Hose down your parkades once in a while, eh? Also, while I don't worry much about being mugged/raped in a parkade, the worry does cross my mind.	4/19/2014 10:47 AM
332	Not restricted by time limitations	4/19/2014 10:13 AM
333	Parkade spaces are generally more available than on-street parking.	4/19/2014 9:58 AM
334	Because we live downtown, we discovered we have no need for a car because public transit can be used for any destination within CRD; we just need to plan ahead for the right combination of bus options; but, we do wish that there were more express buses; e.g. non stop to the airport and/or Swartz Bay.	4/19/2014 9:40 AM
335	Keeps my vehicle out of the sun, rain, and is more secure.	4/19/2014 9:20 AM
336	I don't feel safe in parkades. Less people are watching my car so it is more likely to be damaged, vandalized or broken into.	4/19/2014 8:24 AM
337	Don't like parking lots. Exits are often hard to locate. Signage is often poor once you leave your vehicle.	4/19/2014 8:12 AM
338	Usually closer to where I want to be and I have a parking card which gets rebated by the minute. However, if there is a parkade and I'm parking for a longer time I'll go there.	4/19/2014 7:49 AM
339	Have dedicated space in my office bldg.	4/19/2014 2:12 AM
340	Quicker to get to where I am going, free after six pm.	4/19/2014 12:25 AM
341	prefer angle parking, know that you will get a spot.	4/18/2014 11:50 PM

## Parking Survey

342	Security	4/18/2014 8:55 PM
343	I find trying to find on street parking non-existent so I have given up even looking for on street parking except for 1 hour and 2 hour street parking further out of the core area. It is hard to answer question #7 as I do park in the street but not in a metered parking space.	4/18/2014 7:08 PM
344	Open ended time. I can stay longer than 90 mins.	4/18/2014 6:35 PM
345	I avoid going downtown due to the cost of parking. If I absolutely have to go downtown, I walk, bus, cab or go when parking is free.	4/18/2014 6:13 PM
346	Damage to vehicle and ease	4/18/2014 4:29 PM
347	I have been in the parkades, they are not user friendly, they are dirty, they are not convenient and if/when staff encountered are not very friendly.	4/18/2014 3:50 PM
348	Vehicle is too tall to enter any of the parkades downtown	4/18/2014 2:35 PM
349	I am just as happy to park on street or in a parkade. Sometimes I don't have coins on me and would rather not pay for parking with my credit card.	4/18/2014 2:23 PM
350	If possible I aim to park on Mears Street where parking is free for 2 hours. I also use the parkade underneath the library and make sure I collect the 1 hour free coupon to avoid having to pay for parking.	4/18/2014 11:49 AM
351	simpiller	4/18/2014 11:37 AM
352	I have a monthly parking pass as I work downtown. I'd prefer to leave my vehicle for the day, not having to worry if the time has expired and I'll return to a parking ticket.	4/18/2014 10:47 AM
353	It's much easier to find parking in a parkade. I also don't have to worry about moving my car after 90min.	4/18/2014 10:38 AM
354	Don't have to drive around looking for spot	4/18/2014 10:19 AM
355	I have a pickup truck, does not fit on street stalls, since Ismo and Carl shortened them when launching the pay station project. Very short sighted.	4/18/2014 8:26 AM
356	I don't mind	4/18/2014 7:35 AM
357	Less fear of being ticketed if I need more time.	4/17/2014 11:08 PM
358	My truck is large and has a high canopy and does not fit into the parkade's	4/17/2014 10:55 PM
359	Open parking lot	4/17/2014 10:32 PM
360	Because on-street parking is highly visible, convenient and safe.	4/17/2014 10:00 PM
361	Much easier for my disabled husband. It is also faster than going in and out of parkades	4/17/2014 9:57 PM
362	I don't really look on street parking.	4/17/2014 9:56 PM
363	As a woman alone, I don't see enough security people in downtown parkades. Or if they are there, they are hanging around downstairs by the ticket booth.	4/17/2014 6:49 PM
364	Whatever is going to be most convenient to my destination without the risk of either getting a parking ticket or damage to my vehicle. Parkades offer more long term options	4/17/2014 5:59 PM
365	I am usually on my way home from work in Saanich and do not want to take the car home and walk back into town.	4/17/2014 5:39 PM
366	I usually do not have trouble finding a place to park on the street.	4/17/2014 4:42 PM
367	Ease of access. I find parkades not only tend to be a lot busier, but the cost is just too great.	4/17/2014 4:36 PM
368	I have a monthly pass so I try to use it as much as possible	4/17/2014 3:38 PM
369	That's the sweet spot of course!	4/17/2014 3:09 PM
370	I'm not usually downtown for a full day, and try to time my visits downtown to evenings and Sundays, therefore street parking is cheaper and easier. I feel safer parking on the street when I know there will be people around.	4/17/2014 2:49 PM
371	Easy to get to	4/17/2014 2:45 PM
372	It is relatively convenient and easy to find a spot. It is also well lit and safe.	4/17/2014 2:34 PM



## Parking Survey

373	I dont like parkades, they feel unsafe and nomally smell of urine	4/17/2014 2:28 PM
374	Easy	4/17/2014 2:21 PM
375	Steet parking is impossible, however I limit my use of parkades due to cost. (avoid coming downtown)	4/17/2014 2:20 PM
376	For 1 hr stop or less, I prefer on-street parking.	4/17/2014 2:07 PM
377	I am an older woman and the parkades creep me out, I also like to be able to see where my car is easily	4/17/2014 2:02 PM
378	Generally I park in a parkade because I don't want the street meter to expire past the limited 1.5 hrs.	4/17/2014 1:05 PM
379	I usually just go to Scotiabank on Douglas by the old Bay.	4/17/2014 12:54 PM
380	I prefer street parking because it is easier to get where I am going. However, if I have a full work day downtown I always choose a parkade to avoid tickets.	4/17/2014 12:54 PM
381	Close to location.	4/17/2014 12:50 PM
382	It's generally the most convenient, as I move about the city doing a variety of things, but I am somewhat handicapped and walk on a cane. Stairs are not easy for me, nor are walks longer than a short block generally.	4/17/2014 12:35 PM
383	Easier and safer/patrolled.	4/17/2014 12:25 PM
384	I have parked in the parkade (once) in the evening while attending a movie. i will never do that again as the cost was more than the actual movie. It is always tentative whether the Commisionaires are going to pounce on an expired meter so I hate coming downtown, anyway, as it usually costs me more than the value of shopping there.	4/17/2014 11:43 AM
385	more convenient,	4/17/2014 11:23 AM
386	I'm female and am not always comfortable parking in a parkade when I am by myself.	4/17/2014 11:07 AM
387	Greater personal and property safety.	4/17/2014 10:51 AM
388	On-street when I am down-town recreationally and it is the most convenient. Robins parkade for work as they are conveniently located and less expensive than city parkades for monthly parking permits.	4/17/2014 10:31 AM
389	I feel safer parking on the street.	4/17/2014 10:05 AM
390	Safer	4/17/2014 9:48 AM
391	I like to be closer to where i am frequenting, I do not like the parking lots, too slow to exit.	4/17/2014 9:43 AM
392	Safety, cost	4/17/2014 9:36 AM
393	I choose a parkade during business hours because on-street parking has a 1.5 hour time, and I'm usually downtown longer than that. Also, I can get a one-hour free card for City parkades. If it's after 6 pm, then I prefer on-street parking for convenience.	4/17/2014 9:26 AM
394	I don't have to worry about hurrying back to my car before the time runs out at a meter.	4/17/2014 9:26 AM
395	Convenience	4/17/2014 9:13 AM
396	Prefer parkade as street parking maximum time limit is far too short and I will inevitably get a ticket. Would be much better if there was no maximum time limit and if you could top up by telephone (as you can in Vancouver). I work in a business downtown and clients are very often extremely frustrated about having to run to their car and top up the meter when appointments run long.	4/17/2014 9:10 AM
397	I like the one hour free parking, I also like the free evening street parking but would enjoy free parade parking in the evening	4/17/2014 8:36 AM
398	I have had vehicles vandalised in parksdes My van is too high for parkades	4/17/2014 8:08 AM
399	It's easier. Parallel parking on a busy street in traffic can be a nightmare.	4/17/2014 7:57 AM
400	Usually cheaper than a parkade.	4/17/2014 7:53 AM
401	On-street parking is easier, especially with the new meters.	4/17/2014 7:15 AM

## Parking Survey

402	I am uncomfortable and frightened in parkade buildings. Very stressful to constantly be vigilant in selecting stall that is visible and in entrances and stairwells.	4/17/2014 6:55 AM
403	First hour free, doesn't expire, always a spot	4/16/2014 9:02 PM
404	Faster and closer to destination	4/16/2014 8:50 PM
405	Usually less hassle.	4/16/2014 8:23 PM
406	Fast	4/16/2014 6:42 PM
407	Close to destination	4/16/2014 6:07 PM
408	Limited parking options means I cant be picky.	4/16/2014 5:38 PM
409	Doesn't matter to me, parking is parking.	4/16/2014 5:28 PM
410	I hate parkades, they are dirty, add so much more time and require walking to my location.	4/16/2014 5:24 PM
411	Easier, less walking. Don't like the parkades.	4/16/2014 5:19 PM
412	Parkades take a long time to go round and round and find a space. I often am in a hurry to get to an appt.	4/16/2014 5:19 PM
413	close to where I want to go, cheap enough, and long term enough. Options that don't exist. So I actually don't park very often because I avoid Victoria, unless I absolutely have to be there. Which is not often. When I have to go, the idea of parking is a headache.	4/16/2014 5:05 PM
414	Convenience, visibility (anti-theft, vandalism) as I have a nice vehicle, also avoiding door dings from side by side parking.	4/16/2014 4:57 PM
415	all day parking	4/16/2014 4:55 PM
416	I primarily bike, and am assuming that the questions about parking are about car parking! When I bike downtown, I like convenience first - as close to my destination as possible - and also appreciate covered parking available in the parkades nearby. I secondarily travel by bus and foot, so parking isn't an issue then. I also use the carshare coop, which has allocated parking spaces already, which is very convenient. I think more businesses should use the carshare for their business cars.	4/16/2014 4:55 PM
417	If i see a spot, i know i can park. In the parkades, i have to go thru each level to find one.	4/16/2014 4:50 PM
418	The parkades are filthy and dark. I don't trust the safety of my property in them and in my experience the security personnel are rude and not helpful.	4/16/2014 4:49 PM
419	faster vs parkades in and out time	4/16/2014 4:43 PM
420	I am often by myself and don't like being in parkades at night alone.	4/16/2014 4:40 PM
421	On street parking is restricted to 2 hours or less. It is inconvenient. I usually only use on street parking 4pm or later for this reason.	4/16/2014 4:32 PM
422	Much easier and safer and quicker	4/16/2014 4:31 PM
423	I believe this is a learned preference, as I often am unable to find street parking so I automatically park in a parkade.	4/16/2014 4:30 PM
424	I don't like being in parkades, unless they're open air. Parkades don't feel safe - they're dark, claustrophobic and we've had car breakins in them. Also on several instances I've come across groups of drug users actually injecting in them. Plus the smell of urine in the stairwells. Plus they are usually controlled by a barrier at the entrance which needs a ticket, so that's a time waster and I've lost the ticket several times in the past whilst out shopping!! I prefer where you just leave your ticket on the dash. I like the open air parkade on Pandora (opposite John's Place). It's convenient and feels safe.	4/16/2014 4:29 PM
425	Question seems to be filler.....	4/16/2014 4:28 PM
426	Easier to find a spot (guaranteed). Also don't have to worry about meter expiring.	4/16/2014 4:18 PM
427	Feels safer.	4/16/2014 4:17 PM
428	Easier access to stores/restaurants.	4/16/2014 4:13 PM
429	In a parkade when downtown M-F for work, street parking preferred for shopping / dining.	4/16/2014 4:12 PM

## Parking Survey

430	Usually in and out Use parkade if down for longer or can't get street parking	4/16/2014 4:10 PM
431	It's easier and less time consuming.	4/16/2014 4:09 PM
432	A lot easier than driving around in circles in parkades. Have been broken into so many times in parkades!	4/16/2014 4:08 PM
433	Ease of parking in space allotted	4/16/2014 4:03 PM
434	Ease of availability and don't have to fight for a parking spot.	4/16/2014 4:02 PM
435	no time restrictions and cost	4/16/2014 3:45 PM
436	There should be capacity available.	4/16/2014 3:22 PM
437	I choose to park in the parkades, preferably those with the "1 hour free" coupons offered from stores. Otherwise I park farther from the downtown core so as to avoid paying. Street paying is too expensive. Have also been "dogwatched" by parking commissioners who try to write ticket soon as you leave your vehicle.... they acted like they were going to give me a warning when they saw I was paying at the street machine. Sad.	4/16/2014 2:53 PM
438	dependent on my activities - for work, in a parkade to reduce costs, for other activities on-street as usually I am parking for less than an hour	4/16/2014 1:34 PM
439	I refuse to come downtown. The closest that I get is my office which is up fort and in a heritage building with a parking lot. Parking downtown is not worth it for me, if I don't pay for enough time and spend too much time shopping or looking around I get a ticket. If I go to the parkade and am charged too much. I certainly don't want to pay to go shopping when I can just go to Hillside or Mayfair. When I hear about sales or stores in town that I may want to go to, once I find out they are downtown I simply do not go.	4/16/2014 12:53 PM
440	More comfortable for personal safety and car-thefts on-street, plus convenience is important too especially in the winter with weather factors. I'm not usually up for taking a chance that I'll spend 10 minutes driving around a parkade to find a spot and waste time.	4/16/2014 11:42 AM
441	Because it's more convenient	4/16/2014 11:41 AM
442	Because there's no time limit. Meters 90 min limit deter wandering and shopping.	4/16/2014 11:30 AM
443	Cost and want to get as close as possible to where I'm going	4/16/2014 11:15 AM
444	Convenience and safety.	4/16/2014 9:51 AM
445	It's a lot more convenient most times. Aside from that, parkade's smell bad, I prefer on-street because of this.	4/16/2014 7:51 AM
446	Closer to my intended destination and more timely.	4/16/2014 7:32 AM
447	Parking lots are not patrolled and you're just begging to get your vehicle broken into while in them. The covered parking, no meaningful security and darkness provides and excellent area for criminals to break into your car.	4/16/2014 6:09 AM
448	More convenient for short periods. I prefer Parkade for longer periods for cost and security	4/15/2014 11:12 PM
449	Safer	4/15/2014 10:53 PM
450	convenience I don't like to drive around in circles to find a spot. Have been "bumt" a few times with parking tickets, which I did not consider fair. I have an issue with "machines" - or they have one with me. Parking meters!	4/15/2014 10:44 PM
451	easy	4/15/2014 10:15 PM
452	cheaper for longer trips	4/15/2014 5:41 PM
453	I'll park on the street or in an open lot. I don't feel safe in your enclosed parkades so I only use them while with my husband.	4/15/2014 5:33 PM
454	Disabled and the closer the better.	4/15/2014 4:25 PM
455	Fast and easy	4/15/2014 4:16 PM
456	I do not drive and believe there should be more bicycle space and less dedicated parking spots. All pay parking, all the time.	4/15/2014 3:42 PM
457	More convenient and easier to find a spot	4/15/2014 2:41 PM

## Parking Survey

458	I don't have to rush back to the car to feed the meter or move my vehicle.	4/15/2014 2:40 PM
459	Although it has been a while since I last parked in a downtown parkade, my recollection is that downtown parkade parking stalls are often too narrow for my mini van to park comfortably. If these spots have been adjusted, then it would be helpful to know this. Also, I look for free parking as much as I can on city streets.	4/15/2014 2:39 PM
460	Although I own a motor vehicle, I prefer and almost always walk, bike or use public transit to get downtown and to move around within it.	4/15/2014 2:07 PM
461	Depends on the situation and time of day. Parkades can be a little scary at night.	4/15/2014 2:03 PM
462	I don't like the hassle of getting in and out of the Yates Street Parkade where I hold a monthly pass. But I do use this pass on most business days and occasionally on weekends.	4/15/2014 1:44 PM
463	I have experienced three car break-ins in different parkades downtown and now avoid them at all costs. Personal possessions were taken and the thieves were never caught because the parkades do not have cameras or any other security features.	4/15/2014 1:15 PM
464	I work next door to a parkade.	4/15/2014 1:03 PM
465	Close to work.	4/15/2014 1:00 PM
466	We have a parking pass	4/15/2014 12:59 PM
467	Street parking difficult and time consuming to locate	4/15/2014 12:55 PM
468	Parkades cost more.	4/15/2014 12:52 PM
469	I park in the parkades as a last resort. I just don't think about them.	4/15/2014 12:52 PM
470	More parking spaces. Easier	4/15/2014 12:45 PM
471	During busy periods it can take FOREVER to get in and out of parkades.	4/15/2014 12:43 PM
472	Parkades are annoying to park in, get in and out of, and are out of the way	4/15/2014 12:39 PM
473	I prefer to park as close to my destination as possible.	4/15/2014 12:32 PM
474	Free	4/15/2014 12:18 PM
475	I live on the edge of downtown and usually walk or bike in.	4/15/2014 11:49 AM
476	It depends on the day and time I am going downtown. I will park in parkades when it is free or when I need to be somewhere and want to know for sure I have parking. I will park on the street when it is free and willing to park a few blocks away if I am not in a hurry to go anywhere.	4/15/2014 11:45 AM
477	I usually only park for short amounts of time, and it's marginally cheaper and faster.	4/15/2014 11:35 AM
478	I will park in either.	4/15/2014 11:18 AM
479	Parkades are very expensive	4/15/2014 11:15 AM
480	Parking on the street is more convenient.	4/15/2014 10:43 AM
481	I prefer to park close to my destination. Crossing streets downtown on foot is kind of hazardous, so I try to minimize times I'll have to do that.	4/15/2014 9:43 AM
482	I will park in both types of spots depending on the amount of time I intend to spend. If it is in the day and I intend to park for more than 1.5 hours, I will choose the Parkade. At night, if I'm on my own, I would prefer street parking. If I am with company, I will park wherever it's more convenient to me at the time. If I'm going to be fairly quick, I would choose a space close to where I'm going.	4/15/2014 9:29 AM
483	I feel it's safer and I want my car covered	4/15/2014 7:52 AM
484	If it's faster to get to my destination and not a congested street I prefer to park on the street. If I don't want to worry about time I prefer a parkade.	4/14/2014 9:12 PM
485	For safety and convenience.	4/14/2014 9:04 PM
486	Faster to get in and out; often cheaper (can use parking cards at all on-street spots but not in all parkades)	4/14/2014 8:28 PM

## Parking Survey

487	As a 67 yr old woman I feel vulnerable going into a parkade in the evening. My son had his vehicle broken into and irreplaceable photos stolen while in the Yates St Parkade. About 1 year ago I had no choice but to park in the Yates Street Parkade. Because the parkade was very full I was forced to go up to the top tier. When it came time to depart the entire Exit ramp all the way up to my level was stopped dead backed up with idling cars spewing exhaust, fumes and frustration. We were one of the unlucky ones sitting at a 45* angle for over 20 minutes. People were honking their horns and it was scary and terribly unsafe breathing in all the exhaust, and unable to adjust your foot from the brake. Eventually my friend walked down to see what was taking so long... There was one attendant only collecting funds and even that seemed no excuse to be stuck (one foot glued to the brake) ~ unmoving at 45 degree angle ~ blocked in ~ unable to breath clean air ~ and panicking ~ for over 20 minutes.??? After that experience I vowed I would NEVER use a parkade again... The parking meters are also Extremely frustrating when trying to attend a Movie Theatre Production. It is impossible to put sufficient funds in to cover the time required to watch a full movie. Victoria's new parking meters have successfully put the Odean theatre out of business. I don't feel City hall has a right to penalize me for using available street parking by extending charges on street parking into the evening hours. I feel more secure at the street level surrounded by people and out in the open... You overspent on the new parking meter system and it came at the worst economic time for Victoria residents. We're not happy paying more \$ for less time and an inability to choose the amount of time we require.... In the summer months I enjoy walking to and from town... On colder days I ride my bicycle. On wet rainy blizzard days I am forced to take my car and I will NEVER USE the city parked after the traumatic previous experience.	4/14/2014 7:46 PM
488	Parkades are often very full and one has to go up to the top floor and then wind one's way down again. Street parking is much faster in and out.	4/14/2014 7:36 PM
489	With younger children, it's more convenient to park closer to the business we're visiting.	4/14/2014 7:35 PM
490	I drive a truck, like seemingly 1/2 of Victoria does (we have a very high number of trucks on the road). I do not fit in most downtown parkades; and those that I have been in, are marginal for height clearance and very difficult to manoeuvre a truck through.	4/14/2014 7:26 PM
491	So you can park closer to your destination	4/14/2014 6:48 PM
492	Prevents damage and breakins common on the streets	4/14/2014 6:28 PM
493	SAFER	4/14/2014 6:17 PM
494	Security and location	4/14/2014 6:14 PM
495	Easier to get in and out. Also I feel safer than the garages.	4/14/2014 5:52 PM
496	I don't like to wait in line to pay.	4/14/2014 5:46 PM
497	I am open to either but use parkades when they are close . I LOVE the City Prepaid Card that I can use on the street!!!! Can it be set up to be recharged on-line???	4/14/2014 5:36 PM
498	When given the opportunity ... even though I have a parking spot downtown that I rent ... I will always opt for the FREE street parking.	4/14/2014 4:56 PM
499	I still am not comfortable in parkades when alone. Street parking is usually closer to where I want to go, and is therefore faster. I am usually pressed for time, which is the same for almost every other working mother I know.	4/14/2014 4:52 PM
500	Feels safer, but sometimes more expensive. I don't like to risk getting a ticket.	4/14/2014 4:49 PM
501	I find it easier than trying to find a parking spot on the street.	4/14/2014 4:12 PM
502	Which ever will be cheaper. I try to come when I dont have to pay as it can be so expensive.	4/14/2014 4:10 PM
503	I hate parallel parking, it's a confusing system, and there is absolutely no "grace period".	4/14/2014 4:04 PM
504	Easier to access, most of my visits are short. If I'm staying for an afternoon, I use a parkade.	4/14/2014 3:51 PM
505	Less worry about trying to find a spot and wasting gas circling the block	4/14/2014 3:48 PM
506	Parkades are not safe from vandals.	4/14/2014 3:20 PM
507	Safety	4/14/2014 3:17 PM
508	I look for on-street parking in immediate area first and if not available, will then use parkade. I have an older/larger car that is somewhat difficult to manoeuver in parkades.	4/14/2014 3:13 PM

## Parking Survey

509	I have less chance of getting a ticket. I have had tickets for stupid things like parking on the sidewalk when my tire was touching the road level walk and I was in line with the other cars (most of us got tickets). However, I will usually walk a long way before I park in a Robbin's lot.	4/14/2014 3:12 PM
510	Convenience. I'm pregnant and don't want to walk far.	4/14/2014 3:02 PM
511	Less chance of a mid-day breakin. 100% reduction in following morons who think there will magically be a free space on the bottom three levels if they just drive slowly enough. Major lack of drug users shooting up between cars and walls.	4/14/2014 2:59 PM
512	Convenience to where I need to be.	4/14/2014 2:03 PM
513	Its cheaper and there are usually more spaces	4/14/2014 1:57 PM
514	Escaping parkade between 430 and 5 is a nightmare.	4/14/2014 1:53 PM
515	Parkades are easier to park in, generally have room so minimize the driving around I have to do, and I can get my first hour free.	4/14/2014 1:34 PM
516	They are free after 6pm	4/14/2014 1:29 PM
517	I have a bad knee and on the days it's bothering me it's much easier for me to park on the street near where I'm going. Parkades often incur a much longer walk and stairs (which I cannot do when my knee is acting up). I am 67 and carrying things a few blocks is often not in the cards either. So I would resent having to pay extra because I'm a senior with arthritis.	4/14/2014 1:08 PM
518	Free after 6	4/14/2014 1:04 PM
519	I park on-street when it's free, after 6pm or on Sundays.	4/14/2014 12:55 PM
520	Parkades are too expensive. I don't bring my car downtown during times I have to pay for parking on the street or a parkade. I will only drive into town when I know I'll be there after 6pm, which is why I prefer street parking.	4/14/2014 12:51 PM
521	Free after 6pm	4/14/2014 12:39 PM
522	I avoid downtown for all my shopping as any time I have parked there, a ticketing agent has been nearby my vehicle waiting for the meter to run out. I really don't like such predatory ticketing practices, so I have shopped elsewhere whenever possible for the last several years. If I do park downtown I try to do so after hours when there are no parking nazis patrolling the sidewalks.	4/14/2014 12:36 PM
523	Easier and more convenient	4/14/2014 12:31 PM
524	closer to destination	4/14/2014 12:19 PM
525	prefer to park where my car is visible and easy to access when I am downtown for pleasure. I am not always comfortable walking through a parkade on my own at certain times of the day.	4/14/2014 12:18 PM
526	I have a reserved space in the parkade where I work (not a City parkade).	4/14/2014 12:13 PM
527	i prefer the choices i get with street parking but hate the 90 minute max.	4/14/2014 12:08 PM
528	Parkades don't seem to be much cheaper, on-street is usually closer to my destination, and I typically drive to downtown only on weekends or evenings when on-street parking is free (I cycle to work downtown).	4/14/2014 11:41 AM
529	The convenience of coming and going when I please in the areas where I am going.	4/14/2014 11:35 AM
530	Quicker to get in and out, especially for short visits. Often when I drive into downtown, it will be late at night and I am not keen on being in the parkades at night.	4/14/2014 11:29 AM
531	Too many bad experiences in parkades	4/14/2014 10:45 AM
532	I feel it is much safer than a parkade. My car has been broken into every time I have used a parkade.	4/14/2014 10:35 AM
533	parkade stairwells always stink and I don't feel safe	4/14/2014 10:33 AM
534	Daytime View St Parkade is OK. Night, no parkade feels safe. All reek of urine and other horrible smells, all are filthy. All stairwells and doors need a power wash. Some lighting is very poor. Would never use a parkade after dark.	4/14/2014 10:17 AM
535	More accessible	4/14/2014 9:30 AM
536	It's faster and free on most occasions when I come down town.	4/14/2014 9:30 AM

## Parking Survey

537	More convenient.	4/14/2014 9:16 AM
538	Easier to find parking if there's no free parking available.	4/14/2014 8:50 AM
539	I usually walk down town so if I'm driving, I'm either in a big rush or I have my disabled friend with me. It seems to me that there are not enough designated handicapped parking spots.	4/14/2014 6:50 AM
540	close to work, safer	4/14/2014 6:16 AM
541	No need to drive around looking for parking spots on the street.	4/14/2014 6:15 AM
542	Always know there's a spot	4/14/2014 3:54 AM
543	I like on street parking after 6pm because I don't have to pay, but I like parking in parkades because I'm bad at parallel parking, so I take forever to park sometimes. However, I tend to park in the Bay Centre Parkade because I usually to park on Broad St. (due to my usual meeting places and angle parking) and if there are no spots there, I turn the corner into the mall.	4/14/2014 3:02 AM
544	Easier access	4/14/2014 2:06 AM
545	I usually only shop downtown after 6PM or Sunday so I don't have to pay for parking. If I must I ask for the first one hour parking pass for parkade. I'm on a limited budget so I have to be very careful with my money. I prefer to park where it is the least expensive and don't mind walking a ways to take advantage of 1 & 2 hour free parking spots on street. Pretty much anywhere that I don't have to pay anything.	4/14/2014 12:37 AM
546	Often we have a pod on top of our vehicle and cannot drive into a parkade.	4/13/2014 11:50 PM
547	Typically closer to destination	4/13/2014 11:47 PM
548	I can park longer in a parkade than meter parking But if under 90 min. Then I prefer street parking.	4/13/2014 9:40 PM
549	I park in a parade unless I pass an available spot on the street before I get to the parkade	4/13/2014 9:26 PM
550	If going to the theater feels safer and no cost. If shopping during the day would use a parkade	4/13/2014 9:15 PM
551	Convenience, safety	4/13/2014 9:15 PM
552	It depends on where I am going and for how long I will be downtown.	4/13/2014 8:09 PM
553	Streets are safe and it is not a concern to do some walking. Parkades are not safe and dirty at times. Only will use it if I am in a group. SAFETY ISSUE!	4/13/2014 7:50 PM
554	Parking on streets is usually difficult to come by.	4/13/2014 7:06 PM
555	Because I don't have to worry about running out of time in a parkade. I pay when I'm leaving. It's super convenient.	4/13/2014 7:02 PM
556	Rarely are any on-street spots available, at least after 6pm. I will park on-street for short stops during the day.	4/13/2014 4:19 PM
557	I do not feel safe in parkades, 99% of the time there is never anyone else coming or going in a parkade if I park in one because I can't find parking on the street. I feel very vulnerable. As a result, I will always try to shop at a mall where there is an abundance of parking spaces in the open. I would love to go down town more often during the day if street parking were more available or parkades had abundant security patrols.	4/13/2014 4:07 PM
558	Easier and quicker to depart.	4/13/2014 2:40 PM
559	My vehicle is too tall to safely fit in most parkades	4/13/2014 1:38 PM
560	I usually drive downtown in the evenings and prefer to park on-street for free.	4/13/2014 1:20 PM
561	I grew up in a place with parking lots at every business. Thus, I do not like walking far to where I am going. If I wanted to walk I would not own a car.	4/13/2014 1:00 PM
562	Parkades have only one way in and out, behind other drivers who can obstruct exit and entrance. Parkades are not safe from bad people, including security who are sometimes a risk, according to employees I know who use parkades. They are a trap in time of fire or earthquake. Steps are too many for seniors and young children, and stairwells are used as urinals and drug sites. Handrails spread disease. Elevators malfunction...according to VFD calls and news reports.	4/13/2014 12:08 PM
563	Parkades are well located, don't have time constraints, and are reasonably priced when I get the first hour free,	4/13/2014 11:56 AM

## Parking Survey

564	Closeness to intended location.	4/13/2014 11:43 AM
565	I hate hunting for a spot on the street, I know if I go to the view or yates parkade there will be a free spot.	4/13/2014 10:20 AM
566	Parkades feel dirty and unsafe.	4/13/2014 10:18 AM
567	Difficult to find on street. When you do, too easy to get an expensive ticket.	4/13/2014 10:00 AM
568	The lower floors of the parkade are always full	4/13/2014 9:37 AM
569	I will park in the Bay Centre parkade, but aside from that I'm not comfortable with my personal safety or my vehicle safety in parkades. I would consider a city parkade if street parking wasn't available, but only during the day. And then it is another unpleasant thing about coming into town. I have to be hyper aware of my surroundings. Make the decision to place myself in potential danger in an elevator or stairwell (which often smell like pee). Hope that my car hasn't been broken into while I'm gone.	4/13/2014 9:22 AM
570	I will park in a parkade during the day if my length of stay downtown is unknown. I will look for free (but monitored) parking on the street if I know how long I will be. I will park on street at a meter if the spot is easy to get into (ie avoid being hit by another car while parallel parking) and if I know my length of stay. I put a lot of energy into avoiding one of your tickets!	4/13/2014 8:51 AM
571	for accessibility; don't like parkades because of narrow confines, smell, cost	4/13/2014 8:29 AM
572	It is quicker to park on the street.	4/13/2014 8:29 AM
573	Easier to find a spot and avoids the need to stop traffic to parallel park	4/13/2014 8:27 AM
574	I'm an old-school Victorian and pride myself on pretty much never parking in a parkade! On-street parking is more convenient, faster, usually cheaper for a quick-in-and-out, usually much closer to my destination than the nearest parkade up on the top floor (because the last few times I've been in a downtown parkade I had to go up to the very top) and feels WAY safer, particularly at night (I'm female of a certain age and parkades often have a very creepy vibe). Also, the last 2 times I was in a parkade (Yates St.) I almost got crashed into by idiots going to fast around the sharp corners on the way down/up. I also park in 1-hr or 2-hr zones near the downtown perimeter (Burdett, Meares) and walk to my destination - that way I get exercise AND park for free. But those zones (near the Christ Church Cathedral) are often full of people who work in the area and hog the spots during the day. I see them moving their cars frequently.	4/13/2014 8:24 AM
575	Doesn't matter. Whatever is cheapest at the time. If you go to Scottsdale in Phoenix, there is no pay parking at all. It is a great convenience and no hassle at all.	4/13/2014 8:10 AM
576	My visits are usually brief. If I can park in lots owned by a business I will. Otherwise on-street parking is my choice. Parkades are not convenient in terms of time.	4/13/2014 7:54 AM
577	Convenience	4/13/2014 7:50 AM
578	Convenience. There's always on-street spots available where I want to go. If I park in a parkade, it's usually while attending an event. Unfortunately, when the event ends EVERYONE else also returns to the parkade to retrieve their cars and there's a logjam on the way out. I don't find the parkades unsafe, but they are a bit inconvenient, especially when there's no one in the ticket booth and you have to use the machine that's not properly set up for drivers. The city has installed the same machines as they have on the streets at some parkades which means you have to get out of your car to get your ticket, as it's almost impossible to reach them from the driver's seat. C'mon, that's just plain stupid.	4/13/2014 7:48 AM
579	We don't own a car. Presently, we walk, ride bike or take a bus	4/13/2014 7:47 AM
580	Parkades are too far from the businesses that I want to visit. They are too far also for elderly people to walk and for people who have mobility problems, of which there are an enormous number in Victoria.	4/13/2014 7:45 AM
581	It rains a lot here, if you have not noticed, getting soaked carrying parcels is not fun.	4/13/2014 7:45 AM
582	Parkades are dirty, they often smell like urine. I find my car is far more likely to get broken in to in Parkades due to drug addicts hanging out in Parkades. I would rather not have to explain the smell of urine or who/what drug addicts are doing to my small children. Other than work purposes I avoid parking downtown at all because the cost is way too expensive. It actually encourages me to shop in other municipalities because parking is FREE everywhere else in the capital region. I will park far enough from downtown that I can park for free and walk in.	4/13/2014 6:52 AM



## Parking Survey

583	Usually closest to the place I am visiting	4/13/2014 12:41 AM
584	Generally faster	4/13/2014 12:29 AM
585	street safer .. parkade is dingy	4/12/2014 11:48 PM
586	I do not feel safe in a parkade day and evening.	4/12/2014 11:42 PM
587	Accessibility	4/12/2014 11:23 PM
588	I don't like parkades.	4/12/2014 11:08 PM
589	dislike parkades, too full	4/12/2014 10:41 PM
590	Usually pretty busy to get street parking. I find it quicker to pay a bit more in a parkade.	4/12/2014 10:39 PM
591	Parkades are dark and uncomfortable in the evenings. They would need much better lighting in order to reduce the "scare factor". At least with street parking, you usually have street lights to help.	4/12/2014 10:08 PM
592	No preference, but if going to stay more than 90 minutes, then in a parkade.	4/12/2014 9:34 PM
593	Parkades are out of the way, I will often park in them due to availability but in a rush it's a lot easier and cheaper to find street parking closer to where I'm going. I frequently find myself in a line up for parkades, however, and it's exhausting to inch behind other others trying to find a spot.	4/12/2014 9:05 PM
594	not enough security/traffic in parkades.	4/12/2014 8:53 PM
595	I personally feel very strongly about NOT paying for parking or a bus. I can spend as much on gas as a bus pass for an incalculable amount of convenience in exchange. It's a bizarre practice that only demotivates me from going downtown unless I absolutely have to. I use the 2 hour free parking spots on side streets and walk to where I need to go.	4/12/2014 8:26 PM
596	Because street parking is never available in the big city. I always go straight to parade and the panic if it's full.	4/12/2014 8:07 PM
597	Parkades do not make me feel safe as they are dark with few people in them.	4/12/2014 7:41 PM
598	Close to the destination. Parkade requires a longer walk.	4/12/2014 7:16 PM
599	Safety issue, especially at night	4/12/2014 7:11 PM
600	most convenient and safe.	4/12/2014 7:04 PM
601	Because the meter maids are Nazi's! Your meter can be expired for one minute and one of the six people walking the same beat will give you a ticket. I avoid downtown 90% of the time due to this reason and take my business elsewhere, like online shopping or I stay in Langford. I would spend more time and money downtown if this wasn't an issue.	4/12/2014 6:54 PM
602	I am worried about safety in parkades.	4/12/2014 6:50 PM
603	Safety - I can see my vehicle from a distance, before I am very near whomever may be in it. There are usually other people driving on the street or walking on the sidewalk who might be able to assist me if needed. I am also able to watch my vehicle for theft/vandalism/break ins if it is parked on the street in front of the residence I am visiting or the establishment I am in. Accessibility - it is sometimes difficult for me to walk distances if I am carrying a package, etc.	4/12/2014 6:39 PM
604	Feel safer	4/12/2014 6:28 PM
605	can usually find a space in parkades without much hassle	4/12/2014 6:00 PM
606	It safer to park on the street. If I'm by my self, I don't feel safe in parkades, especially in the evening.	4/12/2014 5:44 PM
607	I don't want to stress about meters running out before I return so I always use a parkade.	4/12/2014 4:28 PM
608	Want to park nearest to my destination.	4/12/2014 4:07 PM
609	closer to the shops i want to go to.	4/12/2014 4:01 PM

## Parking Survey

610	I mostly ride my bicycle or use my smart car, for which the previous mayor made parking easy. That same attitude needs to be applied to shift people out of vehicles in the downtown. We need better bicycle parking. Make it easier for the huge population that live within 10km of downtown to ride a bicycle downtown. That shift alone would reduce the burden on parking for those who live farther out or have other requirements demanding a vehicle. The benefits to businesses is well documented so I will not bother to repeat them here. It is shameful that a city with such a dense population (relative to overall population) living so close to downtown cannot encourage/support more of those people to use a bicycle. It will ease the infrastructure burden, improve individual's health, and truly make Victoria the cycling capital of Canada, rather than the commute-by-bike capital of Canada - which is worthy of praise but is not necessarily an accurate portrait of what is really going on with our everyday cycling culture.	4/12/2014 3:52 PM
611	I have a parking spot at home downtown. Other parking is only needed rarely and usually for driving my neighbour to a restaurant (he has trouble walking).	4/12/2014 1:19 PM
612	Been broken in too many times in parkade. Rough element hanging around	4/12/2014 1:16 PM
613	I try to limit how often I have to park DT because of the high cost. You would think that the city would have come up with a cost effective way(if not free) for business owners and DT employees to park while at work during the day. Most business's DO NOT get a parking spot included in there lease. Most Shop owners are having record breaking sales years either and most shop owners don't even pay them selfs so how can they afford for rent \$200 parking spot and or pay \$12 - \$14 dollars a day?? Not to mention the employees that make minim wage and have to work multiple jobs to pay to live in Victoria. The problem with Robins parking lots are both the price and then if you have to work late or your business hours are after 6pm you get a ticket. You can only park on the road for 90 mins and the you get a ticket not to mention it's over \$2 hour.	4/12/2014 1:15 PM
614	more likelihood of finding a spot if I don't know how long I will be downtown, it doesn't limit me from making changes to my itinerary	4/12/2014 1:10 PM
615	Because I usually can find free parking if I walk enough.	4/12/2014 1:10 PM
616	Doesn't matter	4/12/2014 1:07 PM
617	Want to park outside of door or as close as possible to where I am going. Will Drive door to door as many times as necessary.	4/12/2014 12:54 PM
618	I don't want my BMW to get dinged, or broken into, or scratched, or peed on.	4/12/2014 12:50 PM
619	Parkades are dangerous. Security is an important issue. I will not let my wife use a parkade.	4/12/2014 12:45 PM
620	The parkades are NOT SAFE regardless of what you keep trying to make us believe. They stink, they are dark and because there are so few city owned parkades, they are not convenient to where you want to go.	4/12/2014 12:14 PM
621	I am often downtown alone and as a female I prefer to park in the open where those I encounter are clearly visible under street lights at night or within an area the public is present. I would encourage any female to be aware of the potential risks associated with parking in a city parkade, especially at night. My teenaged daughter will only park on the street when she takes my car as these are her observances as well. This should be taken into consideration as most females I know feel exactly as I do.	4/12/2014 12:12 PM
622	Parkades are unsafe and disgusting	4/12/2014 11:50 AM
623	It's more convenient to be closer to where I'm going and if it's a short amount of time I don't want to bother with a parkade.	4/12/2014 11:40 AM
624	Dependent upon time of day, weather and destination, I prefer on street. If I do use a parkade at all it is the View St parkade. Never use parkade at night or if I have my pup with me. And this has been my practice for the 45 years I have lived in Greater Victoria.	4/12/2014 11:33 AM
625	Because it's closer to store I want to shop in. Parkades are not safe, car can be broken in it, not safe.	4/12/2014 11:30 AM
626	Free after 6pm	4/12/2014 11:21 AM
627	More visibility. I do not feel safe parking in a parkade when I am alone no matter what time of day it is	4/12/2014 11:18 AM
628	I can use the merchant's 1 hr. free cards (daytime) On-street later in day & evening	4/12/2014 11:06 AM

## Parking Survey

629	Closer to my intended destination. Also, when I'm downtown for my work, I have equipment and need to park as close as I can to the venue. Parkades are usually some distance away and involve stairs. Even if there is an elevator, it's usually too small and it's rather awkward to put my somewhat odd shaped equipment in.	4/12/2014 10:51 AM
630	I prefer to be out in the open, rather than have to walk into a dark parkade. Also, I like to pay upfront, rather than lining up to get out. If I'm going to be longer than 90 minutes, though, I park in the parkades.	4/12/2014 10:47 AM
631	Safety	4/12/2014 10:39 AM
632	Parkades are not pleasant, they are expensive	4/12/2014 10:32 AM
633	Close to business/shopping or restaurant location the better for convince purposes.	4/12/2014 10:30 AM
634	Feels safer	4/12/2014 10:18 AM
635	I'm often parking short term and need to be in different locations downtown with a limited allotment of time. More often than not I find the parkades time consuming.	4/12/2014 10:11 AM
636	If daytime, and I have to go downtown, I will park in a parkade—never on-street, as I can never be 100% sure of how much time I need to get errands and medical appointments done, and am not willing to risk getting a ticket for an expired meter. That being said, I do not enjoy the parkades, as they smell disgusting—there is sooo much urine! Plus there is the safety issue as parkades are notorious for car break-ins. There is not a lot that anyone can do about the pee, and, of course, crime cannot be fully eradicated, but, as a result, I generally avoid going downtown during the day, as the parkades are an unpleasant experience which I do not like to subject myself to, and I am unwilling to use metered parking. If I have time, I will walk downtown from my home when the weather is nice (about a 30-minute walk each way) to avoid parking altogether. If nighttime, I will park on-street because the chance of getting a ticket is now removed. As a woman, I would never consider parking in a parkade at night. If on-street parking meters became in-force during the evening, going to dinner and having to constantly watch the time would make for a less than relaxing experience. As a result, the option for me to patronize downtown business at night would be completely removed, and I would no longer visit downtown Victoria in the evening.	4/12/2014 10:09 AM
637	Closer to location; typically cheaper due to the time of day that I park, more convenient, seems safer (less chance of car being broken into than in parkade), take less time to park than when using parkades (depending on time of day)	4/12/2014 10:03 AM
638	Convenience. Usually too hard to find on street spaces,	4/12/2014 10:00 AM
639	best chance of finding a parking spot	4/12/2014 9:58 AM
640	Less Hassle	4/12/2014 9:58 AM
641	Most of the parkades are not pleasant places.....poor lighting, not always clean and I don't feel safe leaving my car in the these isolates areas.	4/12/2014 9:53 AM
642	Much closer to where I wish to go.	4/12/2014 9:51 AM
643	I can usually find a spot and find it more convenient to where I am going.	4/12/2014 9:46 AM
644	Have had my car broken into many times.	4/12/2014 9:46 AM
645	.Would use on-street parking if did not cost the way it does and usually not available. Do use on-street parking after 6:00pm	4/12/2014 9:46 AM
646	In and out quickly. Usually, I'm only picking up or dropping off something, so I use my parking card and usually pay around thirty cents. If I went to the parkade it would take 5 minutes in, 5 minutes out, and it would cost over \$1.	4/12/2014 9:45 AM
647	Don't have to worry about meter running out and getting a ticket	4/12/2014 9:38 AM
648	can be closer to my destination, as well as security	4/12/2014 9:32 AM
649	No cost on Sunday, easy to park and safety. During the week, convenience of one hour free pass	4/12/2014 9:26 AM
650	Waste less gas driving around blocks looking for a parking spot (as if driving a vehicle is not enough of an insult to our shared environment). However, I do worry about people opening their doors into the side of my car – and I'm not sure that my car would be safe from people who may feel that they need my car more than I do.	4/12/2014 9:25 AM
651	We tend to park at my partner's work because the on-street parking is non-existent.	4/12/2014 9:20 AM

## Parking Survey

652	Lack of security in parkades. Often you see homeless people living in them and I have come across used condoms, and drug paraphernalia. Also they are few and far between and I don't usually have a ton of spare time to park and walk. (Unless I'm spending the whole day in town)	4/12/2014 9:18 AM
653	I want to park as close as possible to where I am going. I very rarely use the parking arcades. Find them unattractive and uninviting.	4/12/2014 9:14 AM
654	Not bothered as to whether I park on the street or in a parkade.	4/12/2014 9:14 AM
655	Most convenient to what I want to do.	4/12/2014 9:08 AM
656	Easier and cheaper	4/12/2014 9:08 AM
657	Longer time limits allowed.	4/12/2014 9:07 AM
658	Parkades are more likely to have a space available, for longer duration.	4/12/2014 9:07 AM
659	The Broughton lot under the library is extremely well placed with entrances through the front or the back - this is key as it makes destinations to the south, north, west or east of downtown readily accessible - hard to walk more than five minutes to any downtown location. Also, the lighting and security plus ease of accessibility is outstanding. This is unlike parkades such as View St., Johnson or Yates where the spiral exit ramps are, to say the least, inefficient	4/12/2014 9:05 AM
660	Because I hate parkades.	4/12/2014 9:03 AM
661	My car is a bike.	4/12/2014 8:59 AM
662	Parkades stair wells and elevators are not sanitary. Expensive. Closing times can be inconvenient.	4/12/2014 8:58 AM
663	It depends on why I'm downtown. If I'm just shopping at one store, I prefer street parking as I will only need maybe 15 min tops. When I'm getting my nails done, I use a parkade as 90 minutes may not be enough time, especially if I hit the mall for a bit while I'm there.	4/12/2014 8:58 AM
664	easier	4/12/2014 8:53 AM
665	We need more parkades, thanks! (just kidding, I wish!) - I only use parkades because I often transport my disabled parents and it's both safer and easier to get them out of the car. I also favour parkades with staff as the place has a soul, and none without. The parkade with the machine, for example Johnson, feels like a mean and heartless place since the clerk was removed. That parkade was ruined by removing the clerk. It now feels like a scary, soulless, US-style parkade. I really hope you stop there and keep the spirit of life in the other parkades. I'm tired of having so many parkade spots shut down and they are often full when I am there. They are so bulging full so I don't know why people are saying they're not being used. They certainly are during the day. I'm glad to see security; they've done all the right things. I have had my car broken into at lunch hour so I never leave items showing. The parkades are fine now, except Johnson for the reasons mentioned. If alone, I will take a spot on the street, but it's so hard to park with traffic, so I usually give up and drive straight to the parkade so I don't get a ticket with my lunch. I wish my Prius qualified for the same spot at the micro diesel as we use the same amount of fuel, or less. Why isn't there hybrid Prius parking? They have it at the Bay Parkade.	4/12/2014 8:53 AM
666	Easier than wandering through a parkade when you have to park multiple levels up and the. Remembering where in the parkade you ended up.	4/12/2014 8:53 AM
667	Convenient and close to where I want to go. Especially for a quick stop.	4/12/2014 8:53 AM
668	No urine filled stairways. No tight turns and bad drivers. much faster.	4/12/2014 8:51 AM
669	I prefer to park where I don't have to pay. This usually means far enough out of the downtown core (Capital Iron area) where there is free 2 hour parking. As a healthy, young person I don't mind walking the few extra blocks to save myself some money. If, for whatever reason, I need to be closer to the core, I will often drive a path from Pandora to Broad to View to Government to Yates, and if I don't find any street parking I will go to the Yates parkade.	4/12/2014 8:50 AM
670	Faster.	4/12/2014 8:46 AM
671	Because I don't like driving around forever to find street parking and there is usually availability in parkades.	4/12/2014 8:45 AM
672	I look for free spaces on street. Parkades are too inconvenient to access.	4/12/2014 8:44 AM
673	Safety	4/12/2014 8:37 AM
674	On street if I'm only planing a short visit or parkade for longer term.	4/12/2014 8:36 AM

## Parking Survey

675	Takes too long to get into and out of parkades.	4/12/2014 8:34 AM
676	Often closer to destination.	4/12/2014 8:33 AM
677	When I come downtown it is usually on a weekend, and there are sometimes street parking spots that are free for at least a couple of hours. If I can't find one of those, then I'll go to a parkade.	4/12/2014 8:10 AM
678	visibility, I am cautious about parkade parking as I am often alone	4/12/2014 8:06 AM
679	If one is close enough to where I want to be, parkades are convenient enough, a space is almost always available, and the rates are low compared to street parking.	4/12/2014 7:56 AM
680	on-street parking is easier, takes less time and is more convenient	4/12/2014 7:55 AM
681	Vehicle too tall for parkade.	4/12/2014 7:52 AM
682	On street because n/c and often is closer to where I am going. On weekend would never go downtown - go to Mayfair or Hillside instead - or westshore - parking right by shopping.	4/12/2014 7:42 AM
683	Parkades always have space. The rates are reasonable. security in the parkades is good. Never a problem if the car has to be left overnight.	4/12/2014 7:38 AM
684	Faster than driving up a parkade.	4/12/2014 7:37 AM
685	Convenience	4/12/2014 7:36 AM
686	Cheaper and time doesn't run out	4/12/2014 7:33 AM
687	Cheaper	4/12/2014 7:32 AM
688	Finding a spot on the street can be difficult and unpredictable. You never know if you'll find one near where you need to be. Parkades usually have something available and the locations are good.	4/12/2014 7:20 AM
689	If you can park in a bright unconfined area you are less likely to be a victim of crime. Women are more likely to be confronted by Men ... for spare change. As they are multi-tasking, in a hurry ... working, raising kids, preparing dinner, laundry, staying up all night with sick kids and doing the housework. The Man is likely to be some "dead-beat" husband who was too lazy to help around the house. Her constant nagging and waking him up at noon caused him to leave and seek comfort on the street. It is easier for her to just hand them some change ... no tax receipt required. She is careful not to drop the money into his Starbucks coffee cup, avoid stepping on his Smartphone or getting a whiff of his second hand cigarette smoke. He, by the way, gets to park his backside on the sidewalk all day - for free!	4/12/2014 7:18 AM
690	Which ever is closest to the place I'm visiting.	4/12/2014 7:12 AM
691	Except for the parkade under the library on Broughton during daytime hours I would not use a Victoria parkade. Reasons being safety and they often just plain smell bad.	4/12/2014 7:11 AM
692	It is easiest. I can never find street parking. I bus to work because it is too expensive to park downtown on a daily basis. I often do not shop downtown or come downtown during any major event or during summer because it is too difficult to find parking. Why come downtown to shop when you can shop at the mall and park for free.	4/12/2014 7:05 AM
693	I'll park anywhere that I can find a space.	4/12/2014 7:04 AM
694	I do not like parkades as they can be dark in places. I like street parking where I am easily seen and can see my surroundings. I will occasionally park in a parkade if I have someone with me.	4/12/2014 7:03 AM
695	I prefer to park where it is cheapest, or free. So I will try to find a spot in a parkade or on the street, depending on the time of day and what one will be cheaper for the duration of my time downtown.	4/12/2014 6:24 AM
696	because users in the parkade clog up the thoroughway or don't know how to use the pay machine and there is only 1 lane out, and just when that person at the front makes it out, the person behind them is just as slow. where I should be able to drive out of the parkade, it takes 5 mins to leave. Increase use of the parkade means better public signage of parkade courtesies do and don't. for example, don't wait for a parking spot in the first length in the view street parkade and make it so cars pile up in the street. or make sure you have exact change when leaving after hours from the Yates street parkade.	4/12/2014 4:29 AM
697	lower probability of theft.	4/12/2014 2:39 AM

## Parking Survey

698	Depends on how long I'm going to be parked. If I'm going to one place for one thing or out for dinner I like to park on the street. If I'm going to be awhile I like the parkade.	4/12/2014 2:32 AM
699	I want to park close to the businesses where I plan to shop. If the parking is too far then it makes more sense to travel to Hillside or Mayfair.	4/12/2014 1:19 AM
700	its faster often located closer to where I am going.	4/12/2014 12:35 AM
701	Less chance of vehicle damage. Most parkades are have narrow spaces and in the downtown core my vehicle has been scratched more than once by people "squeezing" through with packs, bags, etc.	4/12/2014 12:30 AM
702	It's closer to where I need to go, and I often have people with me who cannot walk long distances, but don't have Handicapped Parking mirror signs.	4/12/2014 12:01 AM
703	After 6 it is free, and Sundays is free which is amazing!	4/11/2014 11:56 PM
704	Safer than a parkade. Easier to get where I am going. I will not use the elevator in parkades as I don't trust them nor my safety. That means I would have to walk and since I don't find the stairwells any safer, that means walking amongst cars parking and distractedly looking for a spot. Therefore, I only go to the outskirts of downtown for work. My dentist/doctor, etc. are not in town and I shop the malls or internet. I only go to the mall if I can find parking close to the entrance. Parking and safety problems solved.	4/11/2014 11:40 PM
705	I dislike parkades	4/11/2014 11:18 PM
706	Simple and I don't like Parkades, they smell of urine and are dark and dangerous	4/11/2014 10:57 PM
707	Do not feel safe on own in parkades. Prefer on street especially when travelling downtown on my own.	4/11/2014 10:54 PM
708	I try to find on street parking near where I am going. I prefer to be outside than in a parkade.	4/11/2014 10:42 PM
709	it is not so far to walk to where i want to go.	4/11/2014 8:29 PM
710	Closest to destination stores. When I am working (5 days/week) I have a monthly paid spot at Capital Iron.	4/11/2014 8:24 PM
711	I park at the market on Yates where it is free for 2 hours and walk	4/11/2014 8:13 PM
712	I use both equally	4/11/2014 7:03 PM
713	I have a Dodge Ram Pickup Truck. Cannot fit into most parkades.	4/11/2014 6:56 PM
714	both. I like parkades because there's almost always a spot. I hatehatehate driving behind someone who crawls up the ramps at 3km per hour instead of driving to the top where there are lots of spots. I like on-street because it's faster, but I am very terrible at parallel parking and so I only go when there's "easy" spots to get into. :)	4/11/2014 6:31 PM
715	The parkades are creepy. I do not feel safe.	4/11/2014 6:28 PM
716	Easier than paralel parking. Though i will park in either if one is more convenient. The parkades take 1 hour free tickets.	4/11/2014 6:08 PM
717	closer to the place where I will be going	4/11/2014 5:57 PM
718	Easier to find a spot	4/11/2014 5:26 PM
719	To avoid paralell parking ;)	4/11/2014 5:08 PM
720	Lots more options for location to park. Open space so that I am not alone in a parkade at night where I am vulnerable to others.	4/11/2014 5:06 PM
721	Walking distance and weather (is it raining?)	4/11/2014 5:00 PM
722	This way I don't waste time searching for a street spot -- especially if I know that we are going to be downtown for a long period of time	4/11/2014 4:56 PM
723	I feel safer parking on the street. Scary to park in a parkade.	4/11/2014 4:54 PM
724	Cheaper than a parkade.	4/11/2014 4:50 PM

## Parking Survey

725	Because I like being in a covered area (if it is raining or snowing) and I like the fact that there is a parkade attendant on duty so that if I have any questions or problems they can be addressed. If free parking after 6 p.m. means no parkade attendant on duty I do not agree with this. I do not mind paying for parking after 6 p.m. but like the human touch not machines! I have never and will never use the Johnson Street Parkade.	4/11/2014 4:35 PM
726	I like a parade because I won't get a ticket if I am late	4/11/2014 4:29 PM
727	Quicker	4/11/2014 4:28 PM
728	Because I don't have to worry about time expiring, and I don't have to wonder if I'll get a spot as there are more spots available there.	4/11/2014 4:21 PM
729	visibility - theft/crime deterrent	4/11/2014 4:19 PM
730	Wherever we can find a spot!!!	4/11/2014 4:11 PM
731	Convenience	4/11/2014 3:59 PM
732	I do not park with city of victoria due to their employees in their disputes department	4/11/2014 3:58 PM
733	feel safer, more people around,	4/11/2014 3:58 PM
734	I don't like driving in circles trying find a spot and then it is very time limited. I can shop and visit with friends for hours and I don't like to worry about getting a ticket.	4/11/2014 3:43 PM
735	Depends on what time of day and how long the stay is	4/11/2014 3:25 PM
736	Usually more convenient than parkade	4/11/2014 3:18 PM
737	own a business downtown & have to be there long hours. street parking is expensive / have to keep plugging the metre on the street.	4/11/2014 3:16 PM
738	I almost always park after 6pm and would prefer to not pay. Unfortunately, this usually results in circling many blocks or parking far away.	4/11/2014 3:15 PM
739	Can park for longer than 90 minutes.	4/11/2014 3:11 PM
740	I work full-time downtown and need to have a parking spot that I can always get to, so I have a reserved spot in a parkade. I would prefer to all-day park on the street if it were available, but I am not able to continue to refill my time during the work day. Usually it is too hard to find a spot on the street anyway so I need to use a lot, but the cost is far too high.	4/11/2014 2:59 PM
741	I don't enjoy driving in circles up 4 flights of parking garage.	4/11/2014 2:57 PM
742	Convenience and speed.	4/11/2014 2:31 PM
743	Easy to find a spot usually, first hour frees are great.	4/11/2014 2:29 PM
744	Because I can usually find parking within a block or two of where I'm going.	4/11/2014 2:02 PM
745	It's easy and I don't need to worry about watching the clock.	4/11/2014 1:53 PM
746	Feel it is safer	4/11/2014 1:50 PM
747	Whatever is easiest.	4/11/2014 1:50 PM
748	I am a monthly parker	4/11/2014 1:38 PM
749	Seems easier/safer overall to park in a parkade.	4/11/2014 1:35 PM
750	Street parking meters not reliable.	4/11/2014 1:20 PM
751	I prefer to park in the parkade because there is never any on-street parking, the machines are a pain to work and you can't have extended parking. I tend to park downtown on a Sunday when it is free and not as busy as other days.	4/11/2014 1:19 PM
752	My vehicle may be overheight for a parkade. I don't feel safe in a parkade, and they smell bad.	4/11/2014 12:46 PM
753	I have a monthly pass	4/11/2014 12:40 PM

## Parking Survey

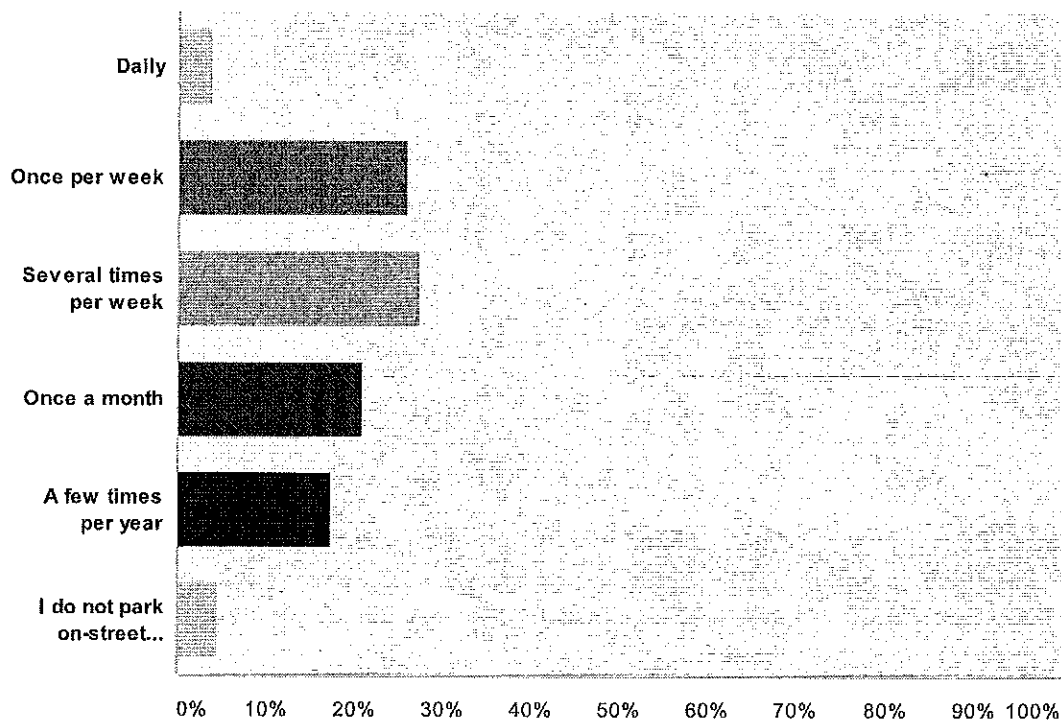
754	Generally when I have my vehicle into town, it is because I am here for a concert at night, and I do not want to park in a parkade as it is dark and and isolated, and I have to negotiate my way around very unsavory people who appear to be up to no good. If I do need to drive my car into town on a work day, I still do not want to park in the parkades because of how dirty and smelly they are, as well as how expensive they are. I much rather parking in the open lots as they do not stink like piss, and you can see everything and everyone as well as be seen by other people, so I feel safer.	4/11/2014 12:34 PM
755	where ever is easier, street parking is safer at night than a parkade--parkades are not safe for women on their own and cars are broken into more often when they are out of sight	4/11/2014 12:31 PM
756	Parkades are not open late enough or through the night They are not safe, the security is laughable at best the price could be almost free and I wouldn't park in any of the parkades	4/11/2014 12:30 PM
757	Access to a specific business	4/11/2014 12:26 PM
758	We're Seniors & want to park ion the street in the radius of our shopping/dining & tourist attractions.	4/11/2014 12:23 PM
759	on street because it is cheaper, but often times I have to circle the block 3-4 times to find a spot which can make me late. Also, I prefer not to parallel park on busy streets.	4/11/2014 12:21 PM
760	I prefer not to use parkades unless I have to (safety, visibility, access, aesthetics).	4/11/2014 12:18 PM
761	Cheaper and more convenient.	4/11/2014 12:15 PM
762	More reliable in terms of availability. Can park for longer periods	4/11/2014 12:13 PM
763	Close to venue.	4/11/2014 12:12 PM
764	Because I can always get a spot, I don't have to worry about feeding a meter or forgetting to feed a meter. I feel it is as safe as anywhere to leave my vehicle. and I feel it is as safe as anywhere to access my vehicle.	4/11/2014 12:12 PM
765	convenience	4/11/2014 12:10 PM
766	I rarely ever drive downtown, my errands are usually by bike/walk	4/11/2014 12:09 PM
767	It's cheap and there is usually space.	4/11/2014 12:04 PM
768	I don't have a general preference about this. If I happen to find an on-street parking spot that works I will take it, but a parkade spot works well too. I am happy to use the parkades and appreciate when they are clean and have improved safety features. However, my husband will sometimes spend unnecessary time driving around looking for an on-street spot, especially in the evenings when they are free.	4/11/2014 11:52 AM
769	On street parking does not allow enough time to do everything I need to in the time allotted during the week.	4/11/2014 11:26 AM
770	Park on street if available otherwise parkade but never a Robbins parking lot there bigger crooks then the city.	4/11/2014 11:19 AM
771	Perception of greater safety	4/11/2014 11:14 AM
772	Usually closer to a destination and higher visibility.	4/11/2014 11:05 AM
773	easier to park, dry, availability	4/11/2014 10:58 AM



# Parking Survey

## Q7 Which best describes how often you park downtown at an on-street metered parking space? (Please select one.)

Answered: 1,051 Skipped: 5

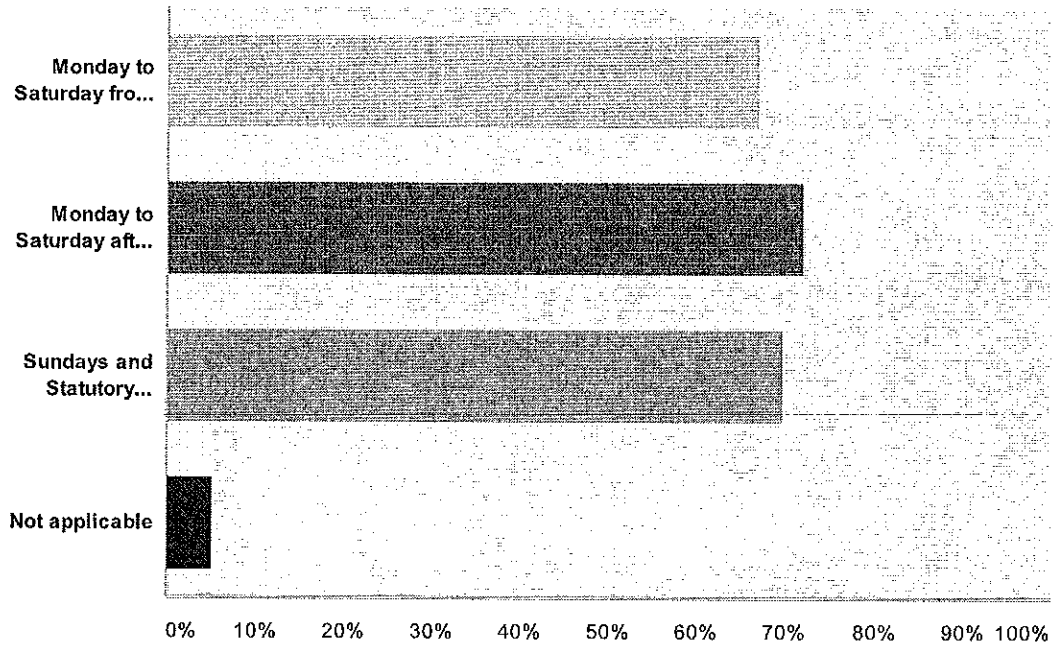


Answer Choices	Responses	
Daily	3.81%	40
Once per week	25.98%	273
Several times per week	27.31%	287
Once a month	20.93%	220
A few times per year	17.41%	183
I do not park on-street downtown	4.57%	48
<b>Total</b>		<b>1,051</b>

## Parking Survey

### Q8 When parking on-street do you park: (Please check all that apply.)

Answered: 1,047 Skipped: 9

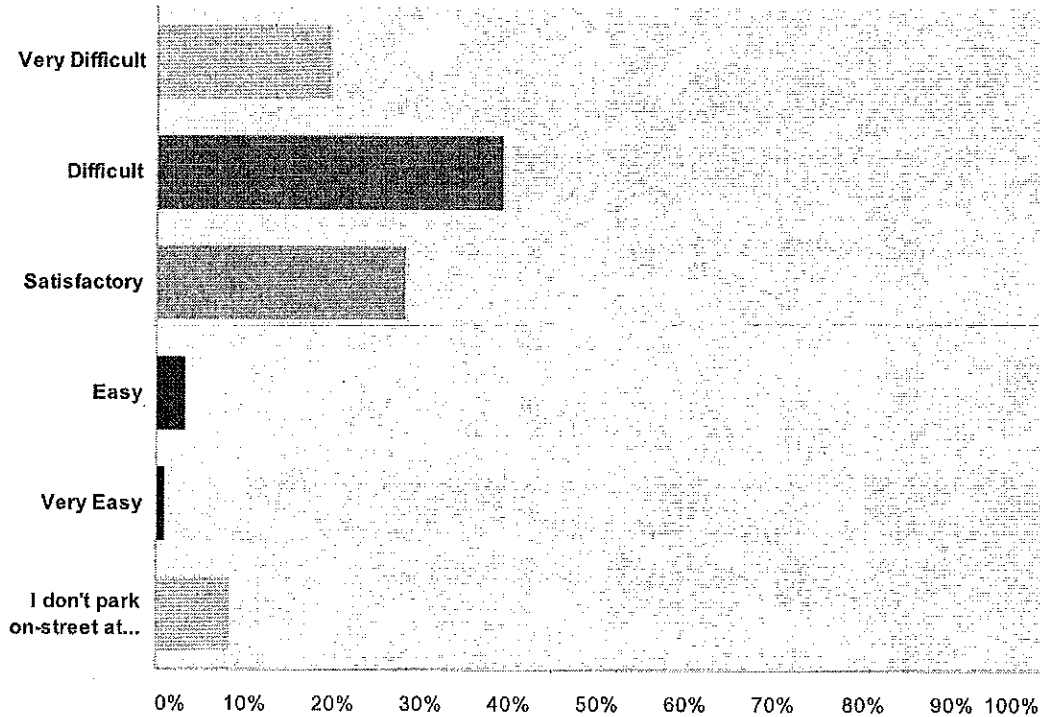


Answer Choices	Responses	
Monday to Saturday from 9 a.m. - 6 p.m.	67.05%	702
Monday to Saturday after 6 p.m. when parking is free	72.02%	754
Sundays and Statutory Holidays when parking is free	69.63%	729
Not applicable	5.25%	55
Total Respondents: 1,047		

# Parking Survey

## Q9 How would you rate the ability to find an on-street parking spot downtown between 9 a.m. – 6 p.m. Monday to Saturday? (Please select one.)

Answered: 1,047 Skipped: 9

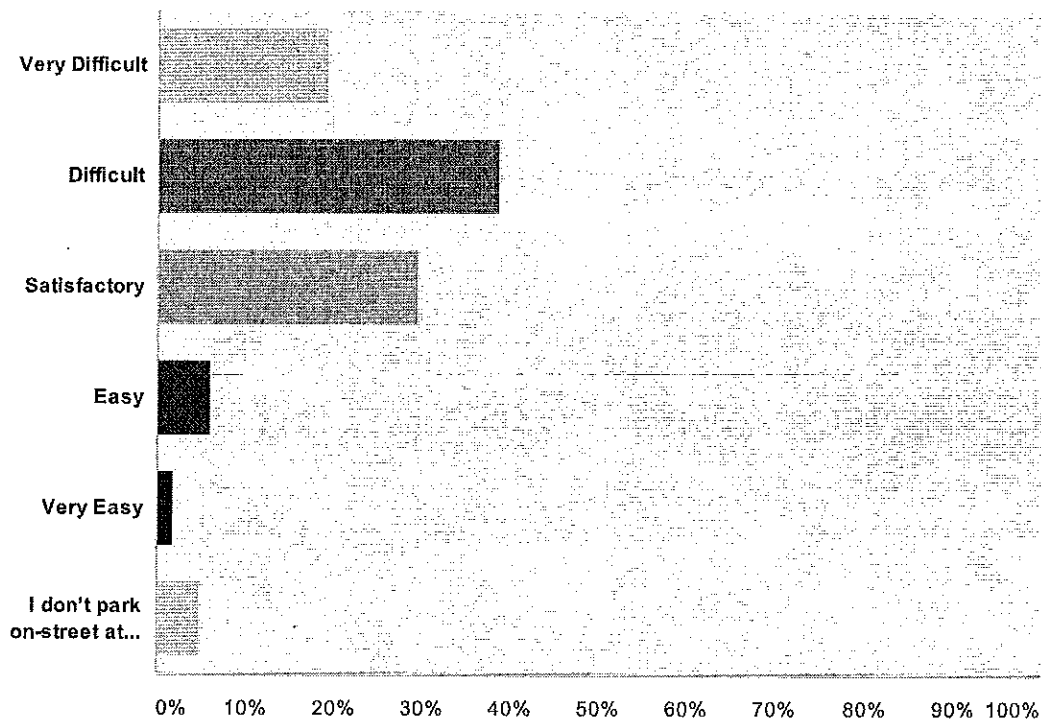


Answer Choices	Responses	
Very Difficult	19.68%	206
Difficult	39.35%	412
Satisfactory	28.18%	295
Easy	3.34%	35
Very Easy	1.15%	12
I don't park on-street at that time	8.31%	87
<b>Total</b>		<b>1,047</b>

## Parking Survey

### Q10 How would you rate the ability to find an on-street parking spot after 6 p.m.? (Please select one.)

Answered: 1,043 Skipped: 13

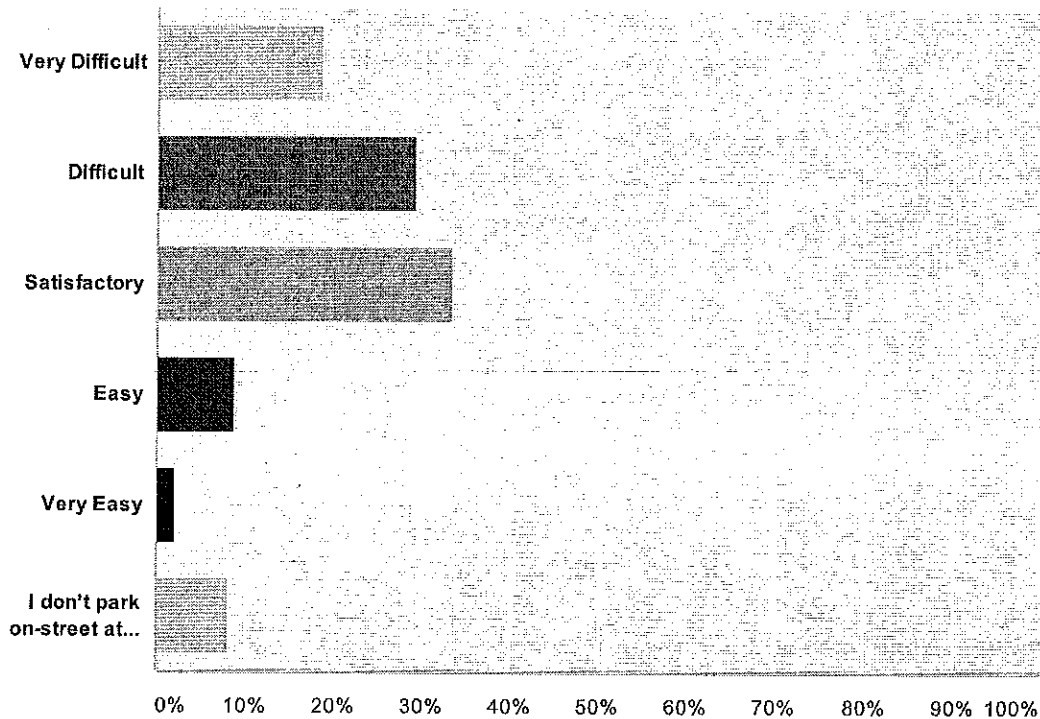


Answer Choices	Responses	
Very Difficult	19.27%	201
Difficult	38.64%	403
Satisfactory	29.34%	306
Easy	6.04%	63
Very Easy	1.82%	19
I don't park on-street at that time	4.89%	51
<b>Total</b>		<b>1,043</b>

## Parking Survey

### Q11 How would you rate the ability to find an on-street parking spot downtown on Sundays? (Please select one.)

Answered: 1,045 Skipped: 11

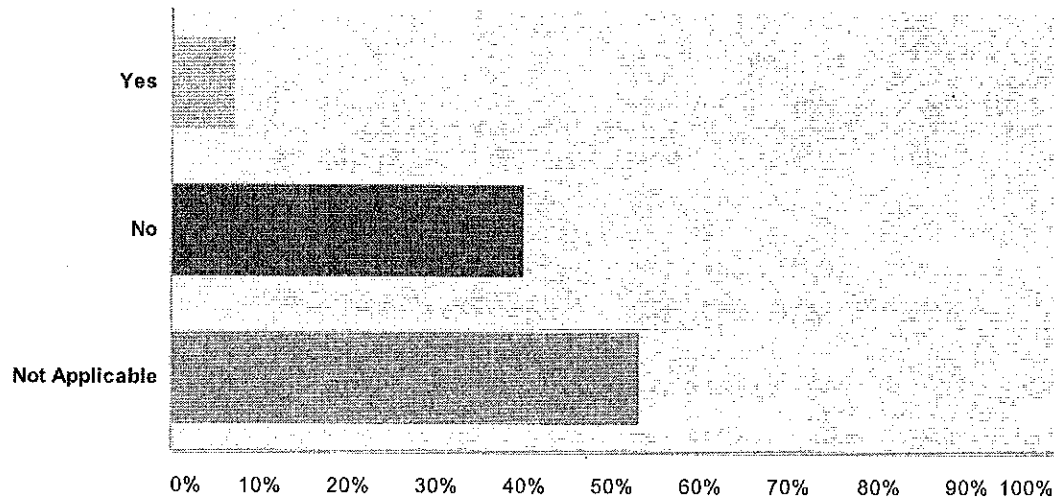


Answer Choices	Responses	
Very Difficult	18.56%	194
Difficult	29.19%	305
Satisfactory	33.40%	349
Easy	8.80%	92
Very Easy	2.01%	21
I don't park on-street at that time	8.04%	84
<b>Total</b>		<b>1,045</b>

## Parking Survey

**Q12 If you have received an on-street parking ticket downtown, and have dealt with a commissionaire at the time, did you find the commissionaire to be helpful?**

Answered: 1,039 Skipped: 17



Answer Choices	Responses
Yes	7.03% 73
No	39.94% 415
Not Applicable	53.03% 551
<b>Total</b>	<b>1,039</b>

#	How do you think we can improve the way parking tickets are issued?	Date
1	Give them some intelligence.	5/6/2014 10:14 AM
2	Take a photo!	5/6/2014 10:07 AM
3	I know it's a tough thankless job but they could be a little more sympathetic & show some leway.	5/6/2014 9:54 AM
4	Commissionaires appear over-zealous in issuing tickets for minor time overruns. Camera cars assisting in parking enforcement are overkill. Ticket enforcement staff give impression that Commissionaires organization gets a "cut" in value of parking tickets issued.	5/6/2014 9:44 AM
5	I don't know if you can improve it. I think it's the nature of the job and ticketing.	5/6/2014 9:09 AM
6	Allow us to pay for it within 12 hours at the on street parking meters at a heavily reduced fine. Offer/sell reloadable prepaid parking cards, even scanable tags which slip on to a key ring. Practical gift and immediate earned revenue for city.	5/2/2014 10:39 PM
7	more flexibility and patience. Today tickets are viewed as a mean for the city to generate income rather than being a mechanism to regulate parking.	5/2/2014 10:02 PM
8	The first of fence might be free.	5/2/2014 7:32 PM

9	There should be a 5 min lenience time (I have seen ppl returned to their car and arguing with	5/2/2014 7:20 PM
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## Parking Survey

	There should be a 5 min tolerance time (I have seen ppl returned to their car and arguing with commissionaires about a few minutes late), and/or longer time options to park. Longer times would impede the availability of spots, but is also more environmentally friendly, as ppl are not forced to move their car to find another spot a few blocks away (short driving times = more emissions). Some people still don't realize that you can now repeat meter(am I correct?), by putting money into any parking meter. That needs to be advertised better I think	5/2/2014 1:20 PM
10	Provide a fifteen minute "grace" period. The commissionaires are zealous.	5/2/2014 4:12 PM
11	I paid my partners ticket online, so I did not have to deal with the commissionaire.	5/2/2014 2:42 PM
12	Commissionaires a generally rude.	5/2/2014 1:50 PM
13	Get rid of them, I am unaware of a single way that Robbins parking actually gives back to our city. I would love to be informed on how they invest in the bettering of our city, instead of making a profit off of complicating parking for those of us who live here. It is the main reason why I do not enjoy downtown enough, and when I do go it's usually frustrating.	5/2/2014 11:32 AM
14	more compassionate commissionaires. I do understand that they suffer a lot of abuse from the public which can make them not want to help people, but they should have more discretion and be able to cancel tickets and give verbal warnings if the person shows up when the ticket is being issued. (if said person is respectful to the commissionaire.)	5/2/2014 10:54 AM
15	not issuing them at all - parking should be free on streets and pay in parking lots or parkades	5/2/2014 10:24 AM
16	It's not fun getting a ticket. Esp. when the timing of infraction is marginal. Commissionaires have strong reputation for being over-zealous. That must come from somewhere. Are there simply too many of them? Obviously, the city needs to enforce parking. Parking has to be managed, otherwise it impedes downtown business, traffic, etc.	5/2/2014 10:18 AM
17	On May 20th, I could not understand why the commissionaire gave us a ticket 15 minutes before our time expired, argued with us to show proof, and when we found it after the incident we then had to go across the street to dispute the ticket as there was nothing he could do, what the hell? That said, who keeps their receipts printed from the parking dispensers? Is this a new tactic by city bylaw enforcement in a bid to generate revenues and dupe already frustrated street parking users in the downtown core? To answer your question, I did not find the commissionaire at all helpful.	5/2/2014 9:56 AM
18	don't be so defensive	5/2/2014 9:23 AM
19	Perhaps give a grace period and do not ticket the minute the meter runs out.	5/2/2014 8:55 AM
20	Make parking free. Problem solved. But if you can't do that, lower the cost? Most commissionaires are good....people just don't like getting parking tickets. Maybe hand out parking cards.	5/2/2014 7:50 AM
21	you can do away with the no-lee-way attitude. There are far too many ticket-Nazis who swoop as soon as time is up, plus the fine is excessive even if paid early.	5/2/2014 2:36 AM
22	The current system works with the threat of penalty if someone misses their parking deadline. It's a negative system that does not encourage the surrounding population to use the downtown. This is the reason for the success of the suburban malls. It's obvious. Downtown has alot to offer but the parking system discourages the use of restaurants and the pleasure of wandering around to find new shops and services. But you know this already.	5/2/2014 12:47 AM
23	Have gotten ticket in residential zone for my own neighbourhood. Frustrating to have to deal with when I am not breaking a by-law	5/1/2014 11:13 PM
24	Don't try to give a parking ticket to someone who is obviously stopped only to drop off or pick up a passenger.	5/1/2014 10:40 PM
25	abit of lee-way...if u miss it by a min; and see him writing ticket; just give warning	5/1/2014 10:06 PM
26	hm..... tickets are a deterrent.... good luck with this question!	5/1/2014 9:58 PM
27	Ticket the bohemioths in smart car spots. Allow smart cars to back into slots like the rest of the world does. Add safe drop off zones.	5/1/2014 9:28 PM
28	A little leniency with ones like parking more than 12" away from curb. In a small car, is it affecting traffic?	5/1/2014 6:40 PM

29	Not always are they helpful but most times they are. I have noticed with the new parking meter	5/1/2014 6:22 PM
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## Parking Survey

29	Not always are they helpful but most times they aren't. I have noticed with the new parking meter payment system, if I park my car and walk over to the machine to pay for my spot and there's a line up, people get ticketed. I've been one of those people and I have several friends who have been issued tickets as well. there has to be a better way.	5/1/2014 6:22 PM
30	Attitude change is in order. Often they begin 'writing' the ticket before the meter is up.	5/1/2014 6:16 PM
31	I have found that because I have a handicapped sticker, most of the commissioners gave me extra time to get back to my car.	5/1/2014 6:16 PM
32	The commissionaire was rude and obstinate	5/1/2014 5:58 PM
33	I think some compassion needs to be in place. I've walked to my car several times where the commissionaire has not even started to issue to the ticket yet. I would ask politely, 'could you be please let this one go this time please'. I would receive no response and a ticket on my wind shield. As well, the commissionaires have scratched my hood and my body frame several times too. not all wipers can pull up with out the hood being opened. For marking tires, they have marked the body of my car more than once. Most times i could wipe it off with, but there are marks which are permanent!	5/1/2014 4:11 PM
34	Commissionaires seem to take pride in stealthily issuing tickets by lurking in doorways then striding out briskly issuing the ticket and smartly walking away.. Why? because the fear the negative confrontations they deal with on a daily basis. They do not take any plea into account: e.g. I just stopped into this business to get change etc etc. They are cruel and heartless and really seem to have a chip on their shoulder. They act as if they get to collect the fine for themselves.. what are they on commission.. do they brag to their co-workers how many citations they write? One could say they are just doing there jobs, but be fair courteous and professional. Whenever I see someone rudely abusing these sorry underpaid, unskilled workers, I smile a little inside. they probably deserved it. This is the MOST unpleasant experience about visiting our lame and un-vibrant downtown core. City, stop thinking about revenues from parking citations and start thinking about encouraging people to come into the core. No wonder the malls out perform the downtown business core.. free parking and convenience. BTW.. if you think of charging for parking till 8pm or on Sundays, they'll be 'rioting' in the streets. thats my rant, have a nice day.	5/1/2014 3:41 PM
35	I have serious issues with commissionaires who don't look at you ,don't talk to you and are not polite . They have little understanding of good customer service and the principles of good customer service needs to be taught them . The philosophy of service is enforcement while it should be friendly enforcement . find some other word .	5/1/2014 2:34 PM
36	He is the guy who looks after the area on Blanshard and down Broughton St. He is short and wears sunglasses and tries to intimidate people. He will stand and stare at you to make sure you put money in the meter and aren't just pulled over to take a cell call or for someone to run in and drop off library books.	5/1/2014 1:54 PM
37	I have accidentally gone over time, but have never received a ticket.	5/1/2014 1:41 PM
38	I find them to be quite rude. It was not long ago I had pulled up to the parking meter and was looking through my purse for change or to pull out my credit card and the commissionaire walked by right at the moment. He checked the number, looked at me and started to input a ticket. i could not believe it. I got out of my car and told him I was just gathering my things and getting the money together to pay. He barely said a word, palced the ticket under my wiper and walked off. When I looked at the ticket it said "this is not a ticket". I could not believe the way he randomly treated me. Aren't the commissionaires also in somewhat of a customer service job? Why are they being hired if they cannot treat people with respect and dignity.	5/1/2014 1:39 PM
39	By cutting people a little slack. Don't have commissionaires hovering over a vehicle for 2 minutes just waiting for it to expire.	5/1/2014 1:37 PM
40	I think it's fine. I've received parking tickets but it's my owe problem if that happens.	5/1/2014 1:30 PM
41	PLEASE SEE COMMENTS IN # 23 - I have not filled in other areas because I have already submitted a fully completed survey	5/1/2014 1:24 PM
42	Some customer service training! I have had such terrible experiences while wrangling two children and trying to deal with paying for parking. Also, it would be AWESOME if you could get some better meters. The blue ones are super unresponsive and slow - drives me crazy!	5/1/2014 12:52 PM
43	The Commissionaires have been really rude.	5/1/2014 12:39 PM

44	Hire people who are a little more well-adjusted. Kind, mature, less "look at me " I'm the guy/girl with	5/1/2014 10:05 AM
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## Parking Survey

44	These people who are a little more well adjusted, kind, mature, less touchy than the gayrim who all the power. Some seem great when you pass them on the street, but a lot of them seem like they're not the cream of the crop (which is a shame, because I'm pretty sure they're good jobs to be able to get).	5/1/2014 10:00 AM
45	Having a grace period after time expires to accommodate unforeseen events that cause people to park longer than expected.	5/1/2014 9:54 AM
46	We forgot to pay a parking ticket recently and it got sent to this terrible collection agency that called me and tried to get me to give them my credit card information over the phone. I'm happy to pay the ticket, and we did as soon as we got the phone call, but now the collection agency keeps calling even though we already paid the ticket with the city. There must be a better way to collect on the tickets.	5/1/2014 8:30 AM
47	We forgot to pay a parking ticket recently and it got sent to this terrible collection agency that called me and tried to get me to give them my credit card information over the phone. I'm happy to pay the ticket, and we did as soon as we got the phone call, but now the collection agency keeps calling even though we already paid the ticket with the city. There must be a better way to collect on the tickets.	5/1/2014 8:30 AM
48	Improve the attitude of the review office Improve the attitude of Commissionaires	4/30/2014 10:55 PM
49	5-minute grace period as in Toronto. There's nothing worse than being issued a ticket if you are just over the pay period.	4/30/2014 8:37 PM
50	First, the new meters don't let you park at a meter that may already have some time on it. If someone puts in an hour and only parks for 15 minutes, then I pay again for an hour and only stay for 15 minutes... you get the idea. Feels like a money grab, there should be a way to know if a space still have a few minutes left. Second, I understand commissionaires have a tough job...but perhaps 5 minute leeway would leave a better feel. I have witnessed countless residents AND tourists receive tickets literally 2 minutes after their parking has expired...some are RUNNING back to their car only to have the commissionaire issue a ticket anyways.	4/30/2014 3:02 PM
51	anything would good. more friendly. we are all people. there are always exceptions. and I think you can give them less frequently. we would like to support the city and we would like the city to support us. we are paying for the salaries of unkind, inhumane people.	4/30/2014 7:44 AM
52	I was issued a parking ticket before the time was up. I believe this was because the commissionaire was about to go on a lunch break. I actually got to the city hall from Cook St. at the time the ticket was supposedly issued. I was told by the commissionaire at the time that once the parking ticket was issued, he couldn't take it back. So first, make sure the commissionaires are not so concerned about issuing tickets that they do so prematurely, and second, allow them to rescind a ticket if they are proved incorrect on the spot.	4/30/2014 12:39 AM
53	Hire commissionaires who do not have a military background and give all of them some hospitality training. They are pretty much front line staff for the city when it comes to visitors, and you only get one chance to make a first impression. Tourism in our town is vital to our economy.	4/29/2014 9:13 PM
54	Give them a few pointers on customer service and conflict resolution.	4/29/2014 2:25 PM
55	The commissionaires are rude at the best of times. I have watched them get into multiple arguments with people in front of my business downtown.	4/29/2014 2:13 PM
56	Just a little bit of customer service training would be helpful. It's a tough job that invites abuse, but some commissionaire's could be a little more helpful.	4/29/2014 9:17 AM
57	Honour the 5 min grace period. And let the runner win !	4/28/2014 10:33 PM
58	What happened to the 'grace period'?	4/28/2014 10:19 PM
59	Better explanation on parking signs regarding restrictions; ie for commercial vehicle loading zones, add to the sign "by permit only". That way commercial vehicles using the zone will CLEARLY see the restriction. Not find out about it after a ticket is issued by a Commissionaire who only says "no sticker on windshield, ticket" or "it's my job to write tickets, it's your job as a driver to understand what the signs mean" or "we don't give warnings"	4/28/2014 9:51 PM
60	If someone is in the offending vehicle it would be nice if the commissionaire could at least ask the occupant if they could move the car rather than just issuing a ticket without even acknowledging the person in the car. Also a little more leeway with commercial vehicles in difficult areas would be appreciated.	4/28/2014 8:26 PM
61	Do not issue parking tickets. Improve mass transportation	4/28/2014 5:54 PM

# Parking Survey

62	Ticketers in this city are over eager to issue tickets for everything!	4/28/2014 5:36 PM
63	by not issuing them, and if the person is able to make it to confront the meter maid, they should rip up the ticket if they leave right away...All too often the limp dick commissionaire goes off on a power trip like he is god almighty himself. If there is ANY contact between a citizen and a commissionaire the ticket should be ripped up.	4/28/2014 4:41 PM
64	Most are rude and will not speak to you	4/28/2014 4:01 PM
65	The length of time that spaces are available for are very short. I take a yoga class downtown that is 2 hrs, and the spaces don't allow me to park for long enough.	4/28/2014 3:45 PM
66	I work on Yates Street and the commissionaires are like sharks downtown. I have seen them stand in front of a car until the time is elapsed and then they write the ticket. Perhaps giving people a little leeway before a ticket is issued would help - for example if your meter expired at 10:00, a ticket should not be written until perhaps 10:10. Many times I have seen people rush up to their car just as the commissionaire is putting the ticket under their windshield wiper. Also do you make a point of hiring just miserable people to be commissionaires - I am sure it must be a trying job at times but good god - do these people ever smile?? While handing out tickets it wouldn't hurt for them to smile at people and act as ambassadors of the city rather than treating everyone like they are potential criminals.	4/28/2014 11:45 AM
67	Encourage/train/empower the commissionaires to be a little more understanding, compassionate, and personable. A bus driver will more often than not wait for you to run to catch your bus. Commissionaires generally don't care, don't listen, and (frankly) are jerks.	4/27/2014 8:25 PM
68	Please read above.	4/27/2014 3:45 PM
69	If you come back to your car while the commissionaire is issuing the ticket he should cancel the ticket. I have heard repeatedly that if the ticket is being printed they can't do that. If they could it would take the conflict and possible difficult conversation out of the picture. If you return to car with a ticket fine but if its just being issued you shouldn't have to take the ticket.	4/27/2014 2:26 PM
70	Practise a little common sense. For example on a Saturday on Cormorant St I have had a parking ticket between 5:30 and 6pm. I arrived after 5:30 in a huge rainstorm and forgot I needed to pay up to 6pm so it was my fault and I paid the ticket. I regularly seen the commissionaire come up that street (which is mostly vacant at the time) and ticket in the last half hour. There is no leeway provided by commissionaires.	4/27/2014 11:51 AM
71	I think you should have some flexibility with people adding time to their space to extend it past the 90minutes allotted. Especially for customers to the local businesses downtown that exceed their parking time.	4/27/2014 10:38 AM
72	The city needs to really explore the balance between ticketing and creating a deterrent to using the downtown- currently I believe you have created a huge deterrent to encouraging the use and enjoyment of the downtown - by the aggressive ticketing - by the cost of the parking spaces. I have found that often I may plan to park in Vic west and walk into the downtown- and once I have done that I realize that I can get my shopping needs done in Vic west or Esquimalt- without the aggravation/panic of time expiring on the street parking space and having to run for it or the high cost ( went to lunch with a friend recently and then had one errand to do downtown on a tight lunch hour from work and it was around \$5 to park without the fear of getting a ticket)- If I want to go to downtown to shop, explore, eat- I don't want it accompanied by another Tax- cost of parking and the stress/panic that ensues everytime thinking that I will be ticketed if I am on the street or that it will be a huge exit cost from a parkade bumping into another hour time frame	4/27/2014 9:25 AM
73	Build greater leniency for fringe cases into your planning and budget.	4/27/2014 5:44 AM
74	Give people the benefit of the doubt instead of giving the ticket and walking away	4/27/2014 12:30 AM
75	- Lower fee if you pay the ticket same-day or within a short amount of time. - Debit payments on meters	4/26/2014 11:01 PM
76	I've had many mistaken tickets given, usually because the machine has malfunctioned or the commissionaire gave me a ticket as I was purchasing my parking time.	4/26/2014 10:11 PM
77	Use common sense and don't go for the gouge	4/26/2014 6:45 PM
78	Some leeway would go a long ways towards people not hating the parking gestapo.	4/26/2014 6:31 PM
79	Commissionaires should be able to stop processing a ticket if you arrive to leave mid way through	4/26/2014 3:51 PM

## Parking Survey

	Commissionaires should be able to stop processing a ticket if you arrive to leave mid way through them putting it together. That could be a difference of arriving one minute late past your allotted parking time and I have seen commissionaires stand and wait when there is only one or two minutes left on the meter. Their excuse is always "I've started it now so I can't stop"	7/26/2014 3:01 PM
80	Commissioner's are too strict and often rude or confrontational, as if they are in full defense mode at all times. Automated commissionaire vehicles are unacceptable to me.	4/26/2014 3:28 PM
81	the guy gave me a ticket as I was at the machine purchasing the ticket. When I got his attention and said I was buying at ticket currently he stated that wasn't his problem	4/26/2014 3:00 PM
82	My vehicle was broken into downtown on my wedding night. I had gone to move my vehicle from the street in the morning when I found that this had occurred, and I was attempting to deal with this when I was ticketed (a few minutes after parking was again "pay parking", after having been free overnight); I respectfully explained my situation to the commissionaire, who completely ignored my circumstances and gave me the ticket. Although my ticket was immediately reversed when I went to City Hall, my experience with commissionaires at the street level has certainly been lacking.	4/26/2014 2:47 PM
83	Once I was ticketed before I even got out of my car. Another time I paid for parking and when the commissionaire came to give me a ticket I showed him my paid stub but he ignored that. After about 5 minutes of being an a** his meter registered that I had indeed paid and off he went - not even an appology. I have lots of other examples - Victoria is the parking ticket capital of the world.	4/26/2014 2:11 PM
84	Commisionaires are rude and blunt and discourage people from wanting to park downtown thus affecting business	4/26/2014 12:56 PM
85	My customers tell me that fact that a ticket is often issued immediately on expiration and they often leave during a purchase to get back on time. I feel a unpublished grace period of say 15 minutes would in time fix that feeling.	4/26/2014 12:55 PM
86	Lower the prices. It's rediculously over priced to park to begin with. How can you except to have a healthy downtown core when everytime you turn around to support local business, you have to pay stupidly high parking costs and ticket prices	4/26/2014 12:42 PM
87	People always ask for a break if caught. Basiclly, get there on time and you won't have to worry about it. The occasional freebie is appreciated, but people shouldn't feel so entitled.	4/26/2014 12:17 PM
88	To check with businesses before issuing tickets while a car is in a loading zone. To be more friendly with their responses.	4/26/2014 11:51 AM
89	The commissionaires are quite rude & power-hungry fascists. They do not listen & are only interested in meeting their quota of tickets issued per day.	4/26/2014 11:46 AM
90	The commissionaire came from across the street tucked the ticket under the wiper and scurried off while I was sitting in the vehicle. A courtesy wave to move on would have been more professional.	4/26/2014 7:56 AM
91	my parking ticket was issued in the time between when I parked my car and when I found a working ticket station (the closest one would not adjust the time to allow me to park for the time I required). Apparently that was my fault, I was able to obtain the appropriate amount of parking time at another station without difficulty, so I did have problems understanding why this was MY error!	4/25/2014 9:46 PM
92	Be just a little bit more lenient and compassionate. Things happen....the cashier takes too long, walk light not in your favour, appointment runs over, watch isn't set to the same time as the commissionaire's. Don't make it feel like parking nazis and a cash grab.	4/25/2014 8:35 PM
93	I've had ticket issued wrongly as I noted time and was not late. I had to come down another day, pay for parking to dispute the ticket. I don't like to use credit card for parking so not an option to recharge card if I'm a minute late.	4/25/2014 8:33 PM
94	Post the bylaws on signs. I had no idea you could not park in a 2 HR spot, leave for an hour, return to the same street (but a different spot), park for less than 2 hrs and get a ticket. The commissionaire was rude and snapped that "it is the bylaw" and shoved the ticket at me.	4/25/2014 7:22 PM
95	a little more leniency	4/25/2014 6:17 PM
96	I would have disputed the last few tickets I got but it would have cost me too much time.	4/25/2014 5:21 PM
97	Be little more forgiving on small time infractions	4/25/2014 5:19 PM

98	This is my main issue with parking in Victoria and it has been for the 20+ years I've lived here now	4/25/2014 5:15 PM
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## Parking Survey

98	There is my main issue with parking in Victoria and it has been for the 20+ years I've lived here now. There seems to be no mercy whatsoever. I do my best to comply, but they are so diligent that there seems to be no leeway ever for error. Whenever I've talked to a commissioner they have been unkind. Give them the power to tear up tickets and make a few friends with the citizens.	7/25/2014 8:10 PM
99	I realize that there should not be a large grey area of how late is late but I've noticed that they do not act kindly towards simple human error when you are a little bit late and are running to try to stop the ticket from being written.	4/25/2014 4:07 PM
100	I understand that there can be a lack of respect upon the part of the person getting the ticket, but I work at a business with a storefront on broad street and we consistently hear commissioners being disrespectful and rude to people inquiring about their tickets, even when the person getting a ticket has been pleasant. I also feel like there is literally NO room for error, they have their measuring tapes out and are ticketing people when they are one minute late to their vehicle... human error happens, those tickets that are on the verge of ridiculous shouldn't be given.	4/25/2014 2:56 PM
101	Be understanding and use common sense.	4/25/2014 2:17 PM
102	Create text message service to alert you when your time is near expiry. Possibly have a reply service with that text number to pay for more time and charge to your cell bill.	4/25/2014 2:16 PM
103	I work downtown, and get dropped off and picked up each day. Each day, at the same time, I see your commissioners circling the same block like vultures (sorry to be so extreme). They scowl and tisk tisk, and wait to give tickets. It's unseemly.	4/25/2014 10:18 AM
104	Ridiculous question. Who feels agreeable to getting a parking ticket from a commissioner?	4/25/2014 9:44 AM
105	Commissioners seem to be very eager to give tickets. For example, I have received a ticket while purchasing a ticket at a machine. Also, they seem to be very eager to give a ticket the second your time expires. I feel that if there was a small grace period (like 5 minutes) people would be very appreciative and less stressed, and it would make the job of commissioners more pleasant.	4/25/2014 9:27 AM
106	No, the ticket giver was hostile and proved very effective at projecting a predatory image of the downtown Victoria parking experience.	4/25/2014 9:20 AM
107	App that can track time remaining, ability to add money up to a reasonable cap.	4/25/2014 9:14 AM
108	Hire commissioners that are not complete assholes that actually exercise discretion, compassion and common sense.	4/25/2014 8:37 AM
109	I had a situation where I was given a ticket in error. The chalk mark was inaccurate because I had moved my car according to rules. The commissioners should not argue and judge when given the reasonable explanation. They should take your word as being the truth and rip up the ticket. The commissioners act like Hitler. they need to be more friendly and use the motto that the customer is always right instead of arguing with you.	4/24/2014 9:11 PM
110	Rather than deal with Commissioners, I will shop Up Town mall or any where else than Victoria. The city and business merchants would do them selves a big favor finding someone else to deal with parking fines other than Commissioners. You should also survey tourists and visitors to the city about their feeling towards Commissioners.	4/24/2014 8:59 PM
111	Commissioners should try to answer your question as they are working around the public.	4/24/2014 5:33 PM
112	No improvement is necessary. If a ticket is issued I am certain that the ticket is simply warranted (no excuses or reasoning.... a unpaid meter is an unpaid meter and being in a space beyond the allowable time limit is a risk that most people are willing to take). Will it matter if it is issued to the person directly or by mail.	4/24/2014 4:06 PM
113	After eight years of working downtown we have experienced getting parking tickets, watched others get tickets both consumers and delivery people and more often than not the commissioners are not friendly and seem to have a real attitude that they are just doing their job without any compassion that those of us receiving the ticket often are also just doing our job and are not out to scam the city out of paying for a meter for what is 2 minute stop. The number of times we drop a loonie in the ticket machine and it is rejected over and over only to get frustrated and just say screw it and run quickly in to drop off something or pickup up something to come out to a ticket being issued or already under the wiper - annoying. We have seen commissioners stand and watch someone walk away from their car oblivious to the commissioner watching them only to then go and issue a ticket. They are no all like that, we have also seen a few wave off issuing a ticket but those moments are very, very RARE.	4/24/2014 1:21 PM
114	Better training for commissioners. Also, give commissioners a way to check whether a car has	4/24/2014 12:56 PM

## Parking Survey

114	Before warning for commissionaires fine, give commissionaires a way to check whether a car has been ticketed in the last year, say. If a car hasn't been previously ticketed, the commissionaire should be able to give a warning ticket instead of having to pay a fine.	7/27/2014 12:00 PM
115	I have witnessed the commissionaires on a daily basis as my work is on the street. I don't think they are friendly or helpful. They just seem to want to give out as many tickets as they can.	4/24/2014 12:01 PM
116	I think you can start by allowing the used time to be accessed by the next customer. I think you can consider a "grace period" before issuing tickets for unusual circumstances. I think you could school your commissionaires in term "public service".	4/24/2014 10:00 AM
117	Hire new staff.	4/24/2014 9:27 AM
118	Make it clear that if the ticket is paid within the 1st hour it will be reduced by 50%.	4/24/2014 9:24 AM
119	Fire the commissionaires, have the city hire its own staff to regulate parking. Many commissionaires are bullies and regularly hand out invalid tickets. (Ever notice how long the line is at the ticket-dispute centre?!!)	4/24/2014 7:02 AM
120	Yes, I meeting family and out of town guests for dinner at Il Terrazzo at 6 PM & found that I was short of coin to pay for the last couple of minutes. I didn't worry about it as I thought that a couple of minutes before 6 PM wouldn't be an issue-wrong it cost me \$30	4/23/2014 9:06 PM
121	Give 15 minute leeway before issuing a ticket.	4/23/2014 8:48 PM
122	Not helpful, but I have not found them to be rude.	4/23/2014 8:15 PM
123	Don't ticket people who shop downtown or maybe a fine reduction if you had been shopping and didn't make it back to the meter on time. Stop people who work downtown from using meters all day. A grace time after the meter runs out.	4/23/2014 7:53 PM
124	Hire "pleasant" commissionaires and train them to be polite in "challenging" situations.	4/23/2014 7:46 PM
125	By not issuing so many so quickly. Give people a break. If anything practice more leniency, say half an hour before jumping on giving a ticket. People become bitter, hateful, stressed out and very negative about our wonderful city over stupid things like this. Being a little chill will improve the citizenry and our city enormously.	4/23/2014 7:40 PM
126	Wish you more a tad more lenient, the commissionaires are often very rude and have an inhuman approach to dealing with tickets.	4/23/2014 6:38 PM
127	Certainly, specially to small business owners, City needs to hear us and work with our problems and help us run a smooth operation. Thank you very much.	4/23/2014 6:35 PM
128	Tickets are often issued minutes after time is over or upon a yellow line, within inches...as if waiting for you.. Not very friendly introduction to Victoria !	4/23/2014 5:51 PM
129	They don't understand what customer service is.	4/23/2014 5:35 PM
130	Don't stalk people and wait till the meter runs out so they can pounce.	4/23/2014 4:28 PM
131	It's a hard job but someone has to do it. Commissionaires do what they can.	4/23/2014 3:48 PM
132	make it less draconian, and the are watching too closely..	4/23/2014 3:36 PM
133	As many people who park downtown may not be familiar with local regulations, increased patience and helpful conversation would be appreciated from commissionaires.	4/23/2014 3:27 PM
134	less of them. IO don't know the grace period, but could be lengthened. I received a very expensive ticket last year - while attendingn a meeting at Police Station. Street markings were not clear. Was parked in a drive way - but didn't know it. Garage door was pulled down with signage on it - thought it was part of the wall.	4/23/2014 2:51 PM
135	Rude and did not realize vehicles were stopped because it was a vehicle accident and not applicable to receiving a violation	4/23/2014 2:47 PM
136	Ask commissionaires to take a look around before issuing the ticket and ensure that there's no-one standing at the pay station or approaching the car. I get so many complaints.....	4/23/2014 2:35 PM

137	I feel they need to be a lot more accommodating and less aggressive about parking tickets there	4/23/2014 2:33 PM
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## Parking Survey

	I feel they need to be a lot more accommodating and less aggressive about parking tickets. There should be a small window of grace. I know when someone receives a ticket when parked in front of my business they are far more likely to stay away or shop somewhere else....having less aggressive ticketing would definitely make it easier for small business owners...do not doubt there is a correlation. I don't need to be reminded that people can park free at Uptown Mall and shop there...do you?	7/29/2014 2:00 PM
138	You could reduce the predatory instincts of some of the commissionaires and warn them not to display obvious glee when ticketing a car 10 minutes beyond its two-hour limit. The paradox is that within a few metres of this event, people may be sitting in the park smoking weed or using IV paraphernalia with impunity. Why not ask the relevant authorities to enforce bylaws with equal vigour and rigour?	4/23/2014 2:26 PM
139	Employ people who can think for themselves and are rational.	4/23/2014 2:17 PM
140	I have received 5 or 6 tickets in the past year, all of them have been just a few minutes over my limit, it is so maddening to be rushing back to your car only to see the ticket being placed on your windshield. Why not have the over zealous commissionaires patrol the length of Quadra instead of stalking cars downtown for being a minute over their limit. Cars sit on Quadra for long periods of time during rush hours impeding traffic flow, no commissionaires in sight.	4/23/2014 1:49 PM
141	It's like they are waiting to "pounce" the very second a metre expires. I have almost been given a ticket while standing in line to purchase a parking ticket from the kiosk.	4/23/2014 1:39 PM
142	Most Commissionairs are very nasty, rude, have bad attitudes and do not appear to be happy in thier work, they do not cut anyone any slak. Bad impresssion is left with you for a city contracted workforce.	4/23/2014 12:24 PM
143	I have twice been issued tickets related to 2 hours parking, when I had actually moved my car (but the commissionaire's chalk mark was still visible). It is impossible to fight these things - the online dispute form doesn't really work and the fellow at the front desk across from city hall was less than helpful.	4/23/2014 11:36 AM
144	I NEVER want a stoopid parking ticket, just to do any business or have a meal downtown - is the main reason I avoid the downtown area - fear of getting some ludicrous parking ticket.	4/23/2014 11:14 AM
145	The commissionaires tend to seem hostile and rude.	4/23/2014 10:58 AM
146	Very rude we did dispute, but of course they are always right!	4/23/2014 9:38 AM
147	Teach them a little humility and to be respectful, which they are absolutly not!	4/23/2014 4:35 AM
148	Allow a grace time of 10 minutes - before issuing a ticket.	4/22/2014 4:30 PM
149	I have definitely experienced aggression from commissionaires downtown. I realize their job is difficult but it was uncalled for.	4/22/2014 3:43 PM
150	I just think the commissionaires need some training in how to deal with people. I know they get hassled, and its a thankless job, but dear gawd - my interactions with them have been consistently and predictably unpleasant. I am a white, middle-aged, business person - and I get attitude. The other day, I was walking with a First Nations Chief, who had a complimentary parking pass given to him by the Mayor. As we were heading back to his truck (after a meeting at city hall) he was being given a ticket. We were 5 minutes over the 2 hour limit. No problem, the commissionaire was only giving a warning - but she was so rude and dismissive of the Chief, that he experienced as 'racist'. He said to me... "I bet she's wondering how an indian can afford a nice truck". I don't think the commissionaire was racist in any way - she was just rude and dismissive - but that attitude can get (mis)interpreted in the most unhelpful ways.	4/22/2014 1:33 PM
151	finer are expensive given the nature of the infraction. 2 minutes over the price is the same as an hour over the limit city must do more to get outstanding parking fine revenue collected - make a LARGE heavily communicated and publicized push to bring that revenue to the city then perhaps the cost per hour / meter can go down and/or fines reduced	4/22/2014 1:26 PM
152	Have city staff issue tickets rather than the Commissionaires, who are pseudo-military in their enforcement style. City staff could be required to provide better customer service, whereas Commissionaires are just contractors, and only responsible to their own organization's set of values.	4/22/2014 12:13 PM
153	Course on customer service	4/22/2014 10:42 AM
154	Quit using the scooters and switch to digital cameras like the already equipped cars.	4/21/2014 9:33 PM
155	I think there should be some leeway given - I have seen commissionaires standing waiting at	4/21/2014 8:10 PM

# Parking Survey

155	I think there should be some leeway given. I have seen commissionaires standing waiting at vehicles for their time to expire.	7/21/2014 8:10 PM
156	I observed an issuing of a ticket yesterday. It was concerning a commercial truck making a large delivery and commissionaire doing his photo and ticketing etc. I spoke to the driver to warn him and he shrugged it off. These two men were hustling to deliver appliances to four new suites in old Victoria where there are no back alleys and had to take up one full lane on a one way street. In these times of keeping businesses healthy, why are they penalized for completing their sales? This cost is being added on to the business or the customer. I suggest the City encourages city licenced businesses to provide service to downtown living, and accept the need for same, as long as the men are with the truck in the process of unloading. There should be rules that the business would have to plan. For example, an extra person to drive the empty truck away and return with a smaller unit to pick up all packing cardboard etc. and to transport the installing crew. What I saw was counter productive and regs. knowingly being ignored in order to do business in this City. What a shame. The City should be aiding not adding costs. Look at European cities.	4/21/2014 12:00 PM
157	A little leniency would be appreciated.	4/21/2014 10:46 AM
158	Increase the maximum time to 2 hours or more - to accommodate movies and other afternoon events stop being so relentless - minor infractions are too costly, and leave a bad taste - encourages people to go to the malls and Uptown too many errors made - while they are always reversed, it takes time, and that is frustrating	4/21/2014 10:07 AM
159	Make allowances when payment is made for the wrong numbered spot.	4/20/2014 3:28 PM
160	Not friendly at all! Very snobby!	4/20/2014 1:09 PM
161	Commissioner could have been reasonable. I had on street parking pass that I forgot to put on dash (was only 10 minutes when I recalled and came out to find him writing ticket. Should have discarded ticket and not waste everyone's time... I did paper work, submitted, it was reviewed, paper work sent back to me, recinded.... what a waste of time and money. They need to have the authority to make reasonable on the spot decisions.	4/20/2014 12:02 PM
162	Stop harrasing people who are visiting contributing to the economy	4/20/2014 11:48 AM
163	A period of 'grace' ( 5 minutes )	4/20/2014 10:14 AM
164	Don't ticket people while they are trying to use the machine nearby (this happened to me and the commissionaire didn't stop when I called to him.) If the person is right there, don't issue a ticket!	4/20/2014 8:28 AM
165	It is unfortunate that the City of Victoria is so dependant on aggressive ticketing as a significant source of revenue that they set this legion of self-righteous bounty-hunting mercenaries on the street to hyper-enforce meter and 2-hour parking zones. Their ruthless zealousness in ticketing for time offences, arcane 'rules' such as exceeding 18" from the curb or slightly crossing a threshold line between spots or near a curb cut are an embarrassment to the City and residents. As a taxpayer, I find these ill-will ambassadors, especially the older ones on their mopeds who seem to think they are the law, to be a black mark on the City. I've never experienced anything like this in other cities. 'Helpful' is the least and most remote of their characteristics.	4/19/2014 11:33 PM
166	I haven't received many tickets. My last encounter was with a commissionaire who almost persisted in giving me a ticket while I was getting a chit at the machine a few feet away, despite being told by told by two people what I was doing. Bad press. Not a great job I know, but maybe better PR for a start.	4/19/2014 10:07 PM
167	Victoria clearly exists on its parking revenue whether from lots, on street metres or tickets. I have been ticketed for outstaying the time (fair but I wasn't planning to be late back), for being too close to the curb (on a street where road and sidewalk were same material and the "curb" was a plastic dot I couldn't see from inside the car), for being too far from the curb, for being "insufficiently parallel". Every other municipality in Greater Victoria is more welcoming (free parking, cheaper parking, no apparent ticket givers) and does not seem to have a parking problem.	4/19/2014 6:52 PM
168	Downtown is closing down because of stupid bureaucrat ideas and stupid parking enforcement	4/19/2014 5:55 PM
169	No idea	4/19/2014 1:18 PM
170	I cannot remember the last ticket. Sure from time to time I push the envelope. If I get caught, then it is part of the "game". If I want to "live by the sword, then I should be prepared to die by the sword". I am fully aware when I am pushing.	4/19/2014 11:02 AM
171	Be more forgiving - i.e. don't give a ticket the minute the time runs out.	4/19/2014 9:58 AM
172	Don't issue tickets. Just another tax grab that pisses off voters	4/19/2014 9:40 AM

## Parking Survey

172	Don't have money, just another tax grab that pisses off voters	4/18/2014 8:49 AM
173	Some areas of street parking have faded yellow lines which makes it extremely difficult to determine where the yellow line ends and begins. There can be multiple layers of faded paint.	4/18/2014 7:08 PM
174	The commissioners in my opinion have a negative almost mercenary attitude. I have never had a pleasant exchange with a commissioner, they will cut you no slack whatsoever. Changing attitudes would be an improvement.	4/18/2014 6:35 PM
175	Need common sense and flexibility	4/18/2014 4:29 PM
176	I think enforcement is a bigger issue, many employees of downtown businesses park on street regularly, get tickets and don't pay them. Concurrently they also park on the streets in the evening consuming spots intended for the public .i.e. Try to get a spot near the Royal Theatre at 6:01 p.m. Too late those that work at the theatre have taken them, and so on There should be some regulation penalizing individuals that use spots as their private space. These users vehicles should be flagged and both they and the employers should be part of the solution	4/18/2014 3:50 PM
177	When you return to your car and the commissioner is writing you a ticket , instead of getting into a argument , the commissioner should tear up the ticket and give a warning and not argue . The goodwill would go a long ways . Everything that the City has for shoppers can be purchased at a mall with free parking .	4/18/2014 11:37 AM
178	It is not clearly stated that if you move your car after 90 minutes it has to be moved to another section. Noone knows what the sections are.	4/18/2014 10:38 AM
179	Training in less attitude and more flexibility when client is sitting in their car waiting while partner has run into a restaurant for take out	4/18/2014 7:35 AM
180	They could be a bit friendlier and have the ability to see the bigger picture and give some latitude. The city has so many by- laws about parking which makes it so easy for the commissioner's to issue tickets.	4/17/2014 10:55 PM
181	Don't be so "trigger happy" issuing tickets Receiving a parking ticket for a "few minutes" over time makes me avoid shopping downtown. Why can't you give a "grace period" for cars parked at meters of 5 - 10 minutes instead of the present system? Why don't you have a special rate for longer term parking for those working downtown in the parkades and let the shoppers have the metered parking? I will not use the parkades, if alone, because I think that they are unsafe.	4/17/2014 10:00 PM
182	Commissionaires give out tickets while you are feeding meters. They will not void them if you get to the vehicle while they are writing tickets. Bad attitudes.	4/17/2014 9:57 PM
183	No, not only was he not helpful, he was extremely rude. I should have reported him the first time I saw him yelling at another woman, because she didn't feel like she deserved a ticket. I got a ticket, because the sign says one hour only parking. My husband went out and moved the car to the other side of the street, thinking that we were in a different spot, we would be fine . The sign on the street SHOULD say one hour parking only ON THIS STREET. How else would someone that doesn't know the area, know exactly what it meant. I saw the commissioner stopped and i went and asked him why we had gotten the ticket. I was not aggressive, nor yelling. I merely asked him why. I honestly thought he had made a mistake. He told me to take it up with city hall!!! Which, i did and all I got from them was form letters. This street is very busy with people in and out of a medical building, and I see him there all the time. It must be his only route. It doesn't matter, i won't park there again. I have no outstanding tickets, and when I get one, I pay it. But this was handled all wrong, by all your staff. If they don't want people using free parking, put in meters. Seems simple to me.	4/17/2014 6:49 PM
184	Don't be on every street corner to issue tickets that are only 10 minutes overdue. I don't shop and enjoy the downtown activities as much as I like to because it seems parking tickets are part of the experience. I feel sorry for the business owners as I know many of my neighbors feel the same	4/17/2014 5:59 PM
185	Make customer service skills training mandatory for all commissioners - they are, for the most part, rude and entitled power trippers.	4/17/2014 2:28 PM
186	I've not gotten a ticket in years ('cause I don't park on the street), but have been witness to numerous others getting tickets. The commissioners are not helpful, nor do they appear to use common sense when giving tickets for being parked over a line.	4/17/2014 2:20 PM
187	The improvement could be in not having a ticket issued within a minute of the meter running out - gives the impression of vultures. Not pleasant task but I find them to be focused on what they feel is their job - issuing tickets instead of being there as paid contractors for the taxpayers to manage the traffic downtown	4/17/2014 2:02 PM
188	I think that the Commissioners feel as though they are glorified Police Officers. They would do	4/17/2014 1:05 PM



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188	I think that the Commissionaires need to undergo a course. They would do well to take a mandatory Empathy training class. As an example: I received a ticket for having to "park" while I was actually in the backseat of my vehicle attending to my infant baby who was screaming crying for some reason... I had to pull the car over immediately because the baby has a medical condition for seizures, had to calm her and was breastfeeding. The Commissionaire yelled that I was being "illegal", and slapped a ticket on my windshield while he could clearly see the horribly important issue I was dealing with.	7/17/2014 1:00 PM
189	My last parking ticket was for two minutes past the time my parking expired. I have also received a ticket at 5:59 in the past. This kind of rigid thinking is frustrating, expensive, and unfriendly. With one of the tickets I was in a loner car from a dealership, got a ticket and paid it only to be charged for a subsequent ticket because the car had the same plate and was matched to me. It went to collection! I love the idea of a friendlier parking service. I know we need revenue, but can't we have it both ways? Surely there has to be a model that accounts for this.	4/17/2014 12:54 PM
190	Try to be polite to those receiving parking tickets.	4/17/2014 12:35 PM
191	I can appreciate the difficult job the commissinares have, they are probably the most disliked enforcement group on the street. My experience is they do not engage in discussion and only suggest the right to appeal at the parking office.	4/17/2014 11:43 AM
192	If fines are due allow commissoonaires to accept fine payment on Scene .	4/17/2014 10:39 AM
193	Your commissionaire's are defensive and rude. They hide behind other cars, trees, buildings and then quickly put tickets on car windshields. I was given a ticket in a 2hr zone before the 2 hrs was up. I showed proof of when I got into work, yet was still made to pay the ticket.	4/17/2014 10:05 AM
194	I've been ticketed twice for being 5 minutes late. When I went to the City after the first time to ask if there was any way to wave the fee, given it was so close to the time I was meant to be back, I was told that the commissionaires give a 10-minute grace period. But I have not found that to be true, since it happened again two days ago. I paid both tickets and walk downtown as much as possible to avoid paying the city for parking.	4/17/2014 9:26 AM
195	It would be great if the commissionaires were more polite and not quite so "nazi" like.	4/17/2014 9:26 AM
196	Provide a grace period of at least 5 minutes. If people have paid for a spot, and there's still time left when they leave, let the next person know when they go to pay for parking. i.e. If I've paid for an hour at 1pm, and end up leaving at 1:30pm, and then someone takes my spot at 1:30pm, they should know that they can have 30 minutes free parking.	4/17/2014 8:12 AM
197	Give service vehicles a place to park with a reasonable time limit. Tell the commissioaires not to be so rude and predatory	4/17/2014 8:08 AM
198	I received two parking tickets for one spot. One of the reason's I was issued the second ticket was due to the fact my vehicle was parked about half an inch over the arrow? Could have saved me the extra 25\$ but instead I suppose he felt the need to "teach me a lesson". Very disappointing and pretty unnecessary.	4/17/2014 7:53 AM
199	By making them much less expensive	4/16/2014 9:02 PM
200	Generally far too centred on getting the ticket on my vehicle, even if I have just paid, but after they have got an update. They must see people at the payment stations, and could wait a second or two before running their machines.	4/16/2014 5:37 PM
201	Make them cheaper. Don't be so strict.	4/16/2014 5:28 PM
202	Make the metered parking spaces longer than a 90 minute time frame. It is difficult to have to leave a meeting if it runs over time to move the car. Allow re-metering. Get text friendly application to pay for meters (like Vancouver)	4/16/2014 5:19 PM
203	Only one ticket in the last few years, which I contested and it was waived. I did not know, nor does it say anywhere that you cannot re-park your car on the same block! And I don't carry your by-laws with me. I avoid 1 or 2hr parking spots since then if I have more than one destination, because on a dry day, a chalk mark will still be on my tire if I have to park again a few blocks from the first spot.	4/16/2014 5:05 PM
204	I have known a few people who have received tickets while waiting to pay at the machine (My Mom was one of them!). The commissionaire was not helpful or empathetic to her explanation and she was required to attend City Hall to correct it. Similar thing happened to a friend of mine.	4/16/2014 4:57 PM
205	Is this question a joke? haha The Victoria commissionaires are incredibly rude and	4/16/2014 4:49 PM

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205	<p>to the question a joint hand. The Victoria commissionaires are incredibly rude and confrontational. We have also received two separate tickets with time on our meter. Once in Chinatown while we ate and came out with ten minutes remaining, an individual standing by our car informed us that he told the officer we clearly still had time. Another time it was a ticket for a space that we were not even in. The latter was at a time when we had the ability to come to city hall to dispute it while we still had time on our parking stub. The individual at city hall was extremely rude, saying 'I'll reverse it this one time'. We were being robbed, you'll reverse it every time we catch you doing that! It was embarrassing for us as residents of the region as we were hosting 4 visitors at the time, who were with us for this debacle. Consequently, after ten years of christmas shopping downtown this past christmas we didn't do any shopping downtown. We've stopped visiting chinatown for dim sum, we only come downtown now when necessary or on our way elsewhere. We bus instead of drive now but that means we come far less often. Downtown parking is a mess, enforcement is just horrid.</p>	4/16/2014 4:28 PM
206	<p>When you arrive at you car and you are being ticketed, it is nice if the ticket can be voided. I've heard with the new system it can't be (from friends) and in past years I have found some commissionaires to be rude and curt. (not that I would want their job)</p>	4/16/2014 4:32 PM
207	<p>Allow them to be pleasant and flexible</p>	4/16/2014 4:31 PM
208	<p>By having the commissionaire be civil and courteous. Some are, but some are downright surly and impolite. eg when I questioned a rule recently (in a polite manner - I was genuinely wanting to know), I was told it was my business to make sure I knew the rules and should go to the city hall to get them. Robbin's employees are positively vindictive - we've found them waiting by our car on several occasions, waiting for the time to expire as if it had just a few minutes to go!!</p>	4/16/2014 4:29 PM
209	<p>Don't issue parking tickets..... or give warnings.</p>	4/16/2014 4:28 PM
210	<p>Customer service training. I have actually had a commissionaire follow me into a store after watching me put money in a meter and (speaking very loudly) ask if that was my car and that informing me that it was illegal to put money in someone else's meter... That is one of many stories... I make every effort to only go downtown during the week when I HAVE to for work and will only do my shopping or recreational activities on Sunday's - unless there is a specific event I want to go to.</p>	4/16/2014 4:17 PM
211	<p>A horrible attitude of oppressive enforcement....abusive!!!</p>	4/16/2014 4:15 PM
212	<p>Don't give parking tickets! Or at least have a warning ticket- sometimes when you have paid for parking and the service you are using takes longer than the allotted amount you paid for you get dinged for being over 5 minutes past-</p>	4/16/2014 4:13 PM
213	<p>I was given a ticket 8 minutes after paid for 15 minutes. I should be given a ticket when I have paid for time. It's a scam.</p>	4/16/2014 3:22 PM
214	<p>Don't let the commissionaires "dog watch" spots. They will wait by your vehicle and try to ticket you as you leave and pay at a machine. Also, they will come and wait at your vehicle for time to run out. Came back to my vehicle last summer and was told by a commissionaire that I had less than 10 minutes left.... Seriously?!</p>	4/16/2014 2:53 PM
215	<p>customer service training</p>	4/16/2014 1:34 PM
216	<p>I think an improvement could be made if the parking office had some consideration for people. I have had people in Vancouver tell me they don't like coming to downtown Victoria because of the "Parking Nazis" I had never heard that term before however it fits.</p>	4/16/2014 12:53 PM
217	<p>I've had instances where I was just one minute after parking expiration and ran up to intercept with very little compassion and customer service. I have heard many many stories that are similar. They should have some leeway in issuing tickets to provide customer service.</p>	4/16/2014 11:42 AM
218	<p>Stop giving them.</p>	4/16/2014 11:30 AM
219	<p>My wife had to file a complaint about his behaviour.</p>	4/16/2014 7:32 AM
220	<p>Increase the fines and GET RID of that stupid Parking Review Office!! The City is "known" for it's "they'll cancel anything policy". All this does is tell violators that they don't really need to be mindful of their parking and if they do get a ticket all they have to do is complain and chances are really good they'll get it cancelled, at least once or more. This is unacceptable. If you get a ticket, then you pay the ticket or go to court. THAT's how it should be done! The only time a ticket should ever be cancelled is if there was an error on it that makes it likely not to succeed in court.</p>	4/16/2014 6:09 AM
221	<p>Raise enforcement on keeping cars moving. give consideration to businesses that rely on good</p>	4/15/2014 11:12 PM

## Parking Survey

221	Less enforcement on keeping cars moving, give consideration to businesses that rely on good customer access without unpleasant experiences with parking enforcement. One has the impression that revenue generation is the motivation behind many parking tickets. Parking officers should be more helpful, especially to out of province vehicles.	7/15/2014 11:12 PM
222	Allow some overtime without penalty Issue a warning ticket first	4/15/2014 10:44 PM
223	Be able to take debit over phone or online debit payments	4/15/2014 8:35 PM
224	Clear signage and common sense. When a meter is broken and the parking staff can clearly see that there shouldn't be tickets given. Waiving them after the fact is just redundant! Don't give them in the first place. Also small car parking spaces should be more clearly marked. White faded lines on the street and a small sticker on a meter isn't enough! Especially when it's dark. Also, you're a tourist destination ever thought of more than one language on your signage?	4/15/2014 5:33 PM
225	Change the system so that you log your credit card and when you return to get your car you can log out and pay the fee instead of having to go back to a meter - it happened to me when I was in the doctors examining room after an unexplained delay or overpay just to make sure you don't get a ticket.	4/15/2014 4:25 PM
226	I pay attention to how much I pay for parking and how long my vehicle is there. I have never received a ticket.	4/15/2014 2:40 PM
227	allow a five minute lee way on expiration times or if the person being ticketed arrives back as same time than allow the person to put an extra 15 on the meter.	4/15/2014 1:44 PM
228	Grace period of five minutes before you are ticketed. Commissionaire's appear to wait for the time to run out.	4/15/2014 1:03 PM
229	Never met a commissionaire that smiled or would gives me any recognition that it was human.....terrible attitudes each and every time I have delt with one of these individuals.	4/15/2014 12:55 PM
230	I think that the commissionaires are merciless. I was ticketed after having moved my car, only to learn that I hadn't moved far enough away from the earlier parking spot. I also witnessed a car being ticketed once the driver temporarily left their vehicle to get out to unlock the gate to their business' parking lot!	4/15/2014 12:52 PM
231	We were issued a ticket the other day for parking for more than 90 mins in one spot, even though we had paid for all the time. We were frequenting a downtown business. It's absolutely ridiculous to force us to move the car every 90 minutes when we are spending money downtown. Unbelievable. If you want to encourage a vibrant downtown make it easier/cheaper to park for longer. We try to come downtown on Sundays because parking is free and we don't have to worry about time.	4/15/2014 12:39 PM
232	I find the commissionaires to be rude and bullying and not at all helpful, considerate or polite. I was with a friend last fall when she was ticketed incorrectly (we had witness statements) and when we tried to argue our point you made the process so time consuming and laborious that it was just easier for her to pay it. I recently had a laborer park for 10 minutes in the loading zone outside my business when he received a ticket - he was very upset when the commissionaire was not willing to hear him out and he crumpled the ticket and tossed it at the commissionaire who then spat on the laborer - I was shocked and disturbed by this behavior. Finally I tried to have my own parking ticket reviewed and I received a rather condescending and rude email from the review department. Just last month my husband parked outside our business in a two hour parking spot for 15 minutes when I asked him to pop out and pick something up for me, he was gone for maybe 20 minutes and returned to the same street where more than 80% of the street was empty and had been all day, but he still got a ticket for returning to the same block within the two hour time limit (a bylaw we were not aware of). We took the time to go the the review office to file a review request where we were treated impersonally to only get a letter later denying any lenience. Suffice it to say, our experience has been awful. I avoid downtown at all costs. A place where I have spent a lot of time and money in in the past. And prefer to shop at Uptown and Mayfair.	4/15/2014 11:18 AM
233	Yes - Issue less tickets and more warnings - 15 minute grace period would help too.	4/15/2014 10:43 AM
234	I'm not sure.	4/15/2014 9:43 AM
235	I haven't had a ticket for sometime, but the last interaction I had with a commissionaire, I found the person to be obnoxious for no reason.	4/15/2014 9:29 AM

236	I have been wrongly issued tickets in the past and the commissionaires have the attitude that	4/14/2014 7:26 PM
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## Parking Survey

236	I have been wrongly issued tickets in the past, and the commissionaires have the attitude that you're guilty until proven innocent (contrary to common law). There needs to be a better way of monitoring free, on-street, time-limited parking than chalk lines which (I have found out the hard way) are not always worn off your tires if you haven't driven a long enough distance.	7/17/2014 7:20 PM
237	I think more should be issues they are not monitored enough to many people are taking spots from residents there areas are not being covered properly, fines are to low and no real deterred to people who do not regards the laws	4/14/2014 6:28 PM
238	MORE LEE WAY	4/14/2014 6:17 PM
239	Improve Commissionaires Public Relations training ....if the city wants to develop downtown business....make it easier and cheaper to park downtown	4/14/2014 6:14 PM
240	I have worked downtown in retail for over 20 years ... I would be horrified if one of my staff spoke to a customer like the commissionaires speak to the public. They have to go! They are not invested in being the face / an ambassador to our downtown core! You can have the best product in the world but if you have bad staff you are out of business! And this is the case with the commissionaires ... think of all the points of contact they have in a day with the public. These are not who the city should have interacting with folks in our downtown core. The contract with them has to be cancelled! They are not good ambassadors for our downtown core!	4/14/2014 4:56 PM
241	Someone has to get the staff at City Hall and those who are under contract (commissionaires) with City Hall to understand that the people using downtown parking are CUSTOMERS and TAX PAYERS. They need to be treated with a modicum of courtesy, or they will go elsewhere, as many have.	4/14/2014 4:52 PM
242	If the parking time is limited to make sure the person parking is aware by signage of the time limitations. Perhaps a warning that next time you will be get a ticket if the person is over the limit by a small amount.	4/14/2014 4:49 PM
243	They showed no discretion issuing a ticket moments after the meter expired despite me arriving at the vehicle. Found them rude and unable to rationalize their decisions.	4/14/2014 3:52 PM
244	Give legitimate tickets. Don't use it as a cash grab. I would think the businesses would like to be busier and I have many friends who won't go downtown.	4/14/2014 3:12 PM
245	Lengthen the time allowed at meters: 90 minutes is far too short for medical appointments, and even many classes, workouts, events and meals, especially if the available spots are blocks away from the event location.	4/14/2014 2:59 PM
246	Parking tickets are ok ... It is the arrogance and rudeness of the commissionaires.	4/14/2014 2:03 PM
247	Stop pouncing on people before they have even had time to reach the pay station. Give commissionaires sales and customer service training. NEVER give tickets if the person is at their vehicle, unless they have been asked to move/pay already. Aim for customer service above revenues.	4/14/2014 1:34 PM
248	At lunch time on Oct. 1st, 2012 we had the pleasure to meet commissionaire "Charlie #97", which happened as follows: We just parked our car on Quadra street, got out of the vehicle, and in walking to the meter, which was 2 car lengths away, passing him; then had some difficulty to pay with my MasterCard (took maybe 2 min.), then turn around to discover that this a..h... has given us a parking ticket! Then we spent about 2 hours dealing with disinterested low-level city parking dispute personnel; later talked to the head parking guy at city hall who 'offered' us to reduce the ticket to \$3.75 (?), absolute insulting; and after threatening him with going straight to the Times Colonist and GOING PUBLIC with this story, finally agreed with us that we didn't do anything wrong and waived the ticket. Ever since this incident we are not very keen to go downtown and avoid it if we can!?	4/14/2014 1:09 PM
249	The parking commissionaires are nothing more than little Hitler's who give out tickets like they are candy. They do not allow for any grace period and have a holier than thou attitude. I've given up trying to talk sense into these people and now try to not park in the area surrounding the Legislative Buildings or the Museum.	4/14/2014 11:35 AM
250	It's always a negative interaction, but an emphasis on balancing tourism and locals issues should always be considered.	4/14/2014 11:29 AM
251	Unbelievably rude	4/14/2014 10:45 AM

252	I think the commissionaires are far too diligent especially in areas outside of the city core and	4/14/2014 9:43 AM
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## Parking Survey

252	I think the commissionaires are far too stringent, especially in areas outside of the city core, and fines are too extreme. I accidentally parked in a handicapped zone and received a \$130 fine – at \$20 every 3 years, I could have a handicap designation to hang in my car window, but I chose not to – the fine is ridiculously high.	7/17/2014 9:45 AM
253	Commissionaires should be dealing with those who show blatant disregard for the rules. I've heard horror stories about people being ticketed for extremely minor errors, of which they were not even aware. Many negative incidents could be avoided if the commissionaire had a way of checking to quickly confirm that an individual had never had a ticket before, or had not been ticketed in a very long time. The parking public are customers, not enemies!	4/14/2014 6:50 AM
254	I think you should be able to park longer in a street parking spot as it takes time to find what you are shopping for and then time to have a meal or just enjoy exploring the city.	4/14/2014 12:37 AM
255	Entering one number off is a fairly easy mistake, how about some leniency?	4/13/2014 7:06 PM
256	No resident-enforced parking restrictions!! (ok not a downtown issue, but this is a big problem in the City. There should never be blanket residential-only parking areas, if a parking restriction is required it should be time-based, where local residents may be exempted. But residents do not "own" the street on which they live, all residents do, and on occasion people may need to park, within reason, and not be unduly ticketed or harassed.)	4/13/2014 4:19 PM
257	Give us all a break! If it's a few minutes over, don't pounce and issue a ticket. Sure, if a car is parked 30 mins or more over the limit, issue the ticket. Also, I once pulled into a parking spot to answer a cell phone call. I didn't get out of the car right away to purchase my parking ticket and even though the commissionaire could see me in the car, instead of approaching me and giving me a "heads-up" he just wrote the ticket and stuck it on my windshield....this is the kind of uncaring, stupidly conducted behaviour that drives people away from downtown. Get rid of the surly parking commissionaires and instigate a policy of "friendly compliance"....honestly, those people are enough to make me angry just thinking about them.	4/13/2014 2:43 PM
258	NO! The commissionaire ticketed me WHILE I WAS AT THE MACHINE BUYING A TICKET! It was a Saturday morning, I was going to the Dutch Bakery and I parked in that block. I got out walked to the machine ( it was shortly after the new machines were installed, so I was figuring it out), when I returned to my car I was being ticketed. I was the only other person on the street. The guy told me that once the ticket was printed there wasn't anything he could do about it and I would have to dispute it, then he left. I used a lunch break the following week to go to the parking ticket place and they cancelled it. My sister was ticketed in the same block on a different location. She returned to her vehicle ( that she had purchased time for and still had time left) to find a commissionaire ticketing her. She showed the commissionaire her ticket and the commissionaire told her that she needed to leave it on the dashboard. My sister showed the woman where it said that you didn't have to leave it on your dash, and the commissionaire told her that was incorrect. The woman told my sister the same thing that the guy told me, that the ticket couldn't be cancelled once printed. So she had to drive to city hall, pay for more parking and have it cancelled. And you wonder why people don't like to come downtown?	4/13/2014 9:22 AM
259	downtown residents need a break - everyone in neighbourhoods can park, unload in front of their homes, and have visitors do the same. Downtown residents - who are now paying more property tax in contribution - should be able to have some sort of benefit like a 'get out of jail' card... If the city is not going to build a better transit system and build buildings without enough parking spaces, this will get worse. I had an unsympathetic commissionaire threaten a ticket to me while i was unloading my crippled mother in the commercial loading zone which is right in front of my building's entrance. On a busy afternoon it was the only choice and took just minutes so I could then re park. The commissionaire was an ass about it. How can there be an entire block of residential above commercial, and they have no access to their home? (1818 Government Street, check it out)????	4/13/2014 8:29 AM
260	Ticketing is much too aggressive and gives the impression that people are not welcome downtown. Two examples: - I received a parking ticket within the few moments it took to walk from my car to the kiosk to pay for parking. When I called the parking department my ticket was waived, but it was a negative experience. - On another occasion I was dropping my young daughter off at London Drugs on Yates Street to sell Girl Guide cookies. They were selling a few feet from where I parked and the drop-off only took a few seconds, but the commissionaire told me that if I did not go pay (which I did) she was going to give me a ticket.	4/13/2014 8:29 AM
261	The people working down town are sharks. I was given a ticket for while in my car, waiting for my girl friend for 5 minutes and not paying for parking. Bit of a joke really, where is the common sense?	4/13/2014 8:10 AM
262	Issue fewer of them. Commissionaires are way too overzealous and rude with drivers. More than	4/13/2014 7:48 AM

## Parking Survey

	<p>finding a space, it's the probability that you'll get a ticket that keeps people away from downtown in droves. I realize the city makes a good income from parking tickets, but balanced against what the city is losing in property taxes from businesses that have fled downtown, it's not working. Commissionaires need to be able to work with some personal discretion rather than some iron-clad set of rules governing ticketing.</p>	
263	<p>You wouldn't have to have as many commissionaires giving out tickets if you had a free Shuttle Bus that allowed people to park outside of Victoria. The Bus should run up Douglas Street, to James Bay up Cook Street to Fort down Yates Street - right onto Quadra ... left onto Hillside and back to Douglas Street; It would get a lot of cars off the street but local Victorians could do more grocery shopping into town and not have to think about getting a car ... that pollutes and clogs the streets. Young families and singles would want to move, live and work in downtown Victoria if you made it less difficult to travel about. Maybe you shouldn't give out parking tickets.</p>	4/13/2014 7:47 AM
264	<p>they are rude... no understanding .. tells me that it just written and cant reverse it.. go to the appeals department.</p>	4/12/2014 11:48 PM
265	<p>By not having a force of ticket Nazis. You morons have to realize that in order to have a downtown people want to come to, they need to not be fucked in the ass if they're five minutes late to their meter after dropping a bunch of ca\$h for a brunch out. Predatory enforcement is ruining downtown, along with the fact that no one wants to park in a parkade, because that's where junkies break into cars. Any time I come to town, I park outside of the limit of metered parking and walk in.</p>	4/12/2014 10:36 PM
266	<p>Don't get me started on Victoria's parking enforcement. I've had very few tickets, perhaps 3, but I've witnessed more than my share of out-of-town visitors who have sworn never to return to Victoria after meeting with one of Victoria's "finest" parking enforcers. So much for visitor friendly!</p>	4/12/2014 10:08 PM
267	<p>Give people a little break. If I am mis-parked for even a second a commissionaire is there to issue a ticket. I should be able to run into a store for 2 minutes and be slightly into the yellow area without that being a problem.</p>	4/12/2014 9:38 PM
268	<p>Don't issue them. Make parking free through an insurance coverage surcharge.</p>	4/12/2014 8:26 PM
269	<p>Tickets are given out very quickly. Give the driver a few minutes grace.</p>	4/12/2014 7:04 PM
270	<p>less aggressive attendants - i had one guy block my exit even though i was leaving a spot on meares st - couldnt get out - he insisted on a ticket - train these morons in common human relations skills</p>	4/12/2014 7:03 PM
271	<p>I was sitting in my car waiting for my wife and the commissioner gave me a ticket knowing full well I was in my car.</p>	4/12/2014 6:54 PM
272	<p>Last issue was I was told my tire was marked and my 'time' was over. But I had not been downtown for a week. Several times in the past I was 'held up' (late Dr/Dentist Appointment) and received ticket. How to improve: extend time limits to at least 2 hours for on-street parking. reduce on-street rates where no parkade available.</p>	4/12/2014 6:50 PM
273	<p>Don't be so petty. Issues more warnings and fewer fines for first-time offenders.</p>	4/12/2014 6:39 PM
274	<p>Give people a little bit of a grace period. Don't ticket as soon as the meter runs out.</p>	4/12/2014 5:44 PM
275	<p>Less predatory ticketing.....I have been ticketed for being a little further than 12" from the curb, without hanging out any further than a truck behind me.....what sense does that make?</p>	4/12/2014 4:07 PM
276	<p>I appreciate the need for pay parking and tickets as a penalty but i think they could be friendlier in their demeanour and their approach. being human goes a long way. perhaps acknowledgement or value added comments like: If you pay it within x you'll save \$, you can pay online, to save a trip... parkades are free during the first hour and there are no time limits there....maybe give them something for next time downtown. information or something.</p>	4/12/2014 4:01 PM
277	<p>I think there should be a 5-10 min flexibility as downtown is busy and if I have a dentist apt that goes 1.5 hours I have to run and hurry to my car. Also I think the price of parking tickets is crazy for 7 mins late. Sometimes you can't help it</p>	4/12/2014 3:21 PM
278	<p>Of course you can!!!! First off don't NOT give the commissionaire's a quota. Train them to not be such "Parking Nazi" (as most call them) and allow them to be quite a bit more lenient.</p>	4/12/2014 1:15 PM
279	<p>If you get a ticket you deserve it.</p>	4/12/2014 12:54 PM
280	<p>stop considering parking tickets a revenue stream.</p>	4/12/2014 12:50 PM
281	<p>Stop issuing tickets. I am serious. Money is not the solution. Money is the problem guiding your</p>	4/12/2014 12:45 PM

## Parking Survey

281	Stop issuing tickets, I am already money to the council, money is the problem getting you obtuse thinking.	4/12/2014 12:40 PM
282	Before I retired I used to watch time and time again a commissioner hover around a meter until it expired or walk a few feet, cross the street, walk a few feet, cross the street again and come back to the meter that just expired. Please do NOT tell me this does not occur! They are grumpy, have a hitler mentality and treat the public like crap. Welcome to downtown Victoria.	4/12/2014 12:14 PM
283	Although the attitudes of the commissioners have improved over the past several years, they are still "doing their jobs" and there is likely no advantage to approaching them once they have written a ticket. I had been issued a ticket erroneously last year as the spot had been incorrectly put in. Although I had the ticket rescinded, it was a big hassle considering that it was not my error. Plus I was lucky that I was able to use my phone to take a picture for proof.	4/12/2014 12:12 PM
284	90% of the time I have got a ticket it I was not late or doing anything wrong and have to go out of my way to phone and complain, I have heard this from most people I have talked to. The commissioners are incredibly rude. Also why should it be \$40? \$20 if you pay fast, it shouldn't cost so much, if people were not so worried about being wrongly ticketed and possibly having to pay that high amount maybe they would park downtown more.	4/12/2014 11:50 AM
285	I received a ticket a where I received a ticket 5 mins before free parking began at 6 pm. There should be a 5-10 mins flexibility for this type of ticket offences, especially when free parking was only 5 mins away. Maybe ticket people can use discretion before issuing such tickets. Such as give a warning.	4/12/2014 11:30 AM
286	I left my quadriplegic adult son in marked handi-cap van and we were delayed in City Hall, parking ran out, the metre person saw he was signaling to her that he had change but could not use the metre and he was totally ignored while the vehicle was ticketed.	4/12/2014 11:06 AM
287	I work at odd hours, quite a lot in the evening, and most of the Commissioners I have met are respectful and polite, but I have had the displeasure of dealing with several who are rather impolite and two that were just plain nasty. If I've done something wrong then I don't mind getting the ticket, but these few make all of the Commissioners look bad, it does them no favors. I'm a working musician, I'm 65 and I do my best to be polite and respectful when I'm unloading my gear etc. If I can't find close parking, I use the loading zone to unload and find parking elsewhere if possible. I once had a nasty little Commissioner tell me "I don't care, I've no respect for you people". He thought I'd been too long in the loading zone, it was 8 PM, I'd only been there long enough to carry my gear inside. Some advice in how to treat the public is in order here.	4/12/2014 10:51 AM
288	The last time I got a parking ticket, it was during the time it took me to walk to the machine and buy the ticket. When I returned to my car, the commissioner, who had been sitting there the whole time, had ticketed my car. Presumably, he had seen me park and walk to the machine. I called the parking services number right away and of course they cancelled the ticket. But that sort of behaviour is what gives commissioners a bad name. I'm sure they have people yelling at them and being crabby all the time, so I don't envy their jobs. But when people are doing the right thing, they should be left alone.	4/12/2014 10:47 AM
289	the impression the city creates with parking, both for residents and visitors, is that it is a major source of revenue and the city's parking police are so heavily staffed that you don't dare go over your parking time by even two minutes. There is no "reasonableness" or "justice" in how parking is enforced in Victoria, it is if you get it wrong by a minute or an inch, you get hammered as a revenue source.	4/12/2014 10:32 AM
290	I don't remember ever speaking with a commissioner in the 9 years of living in Victoria.	4/12/2014 10:11 AM
291	I will avoid using metered parking unless it's, say, 5:45pm, and I put enough money in the meter to take it past the 6pm cut-off, thereby removing all risk of me getting a ticket. Otherwise, I would never use metered parking, as I refuse to assume the risk of getting a ticket because my business and errands downtown took me three minutes more than the max time on the meter. That being said, I have seen the way in which Commissioners behave toward others, and it is simply disgraceful.	4/12/2014 10:09 AM
292	Not bending AT ALL EVER. Poor social skills with the public.	4/12/2014 9:46 AM
293	Don't really know how it is done now. I do not park in a metre during the working hours of the day.	4/12/2014 9:46 AM

294	One time when I was walking the short distance from my car to the parking meter the	4/12/2014 9:38 AM
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294	<p>One time when I was waiting the short distance from my car to the parking meter, the commissionaire was walking up behind me and stopped in front of my car and began giving me a ticket. When I saw what she was doing, I called to her and then whistled to get her attention showing her that I was putting money in the meter. She ignored me. I then ran back the 50 m or so to show her the ticket I had just purchased and said "Didn't you here me calling and whistling?" To which she replied in a very rude manner, "I'm not a dog. I don't answer to whistles." I told her if she gave me a ticket I'd go to City Hall and make a complaint. She merely turned away from me and walked up the street. One additional note: between my wife and myself, we have been driving for 101 years. With the exceptions of holidays, all of that driving has been in Victoria. Neither of us have ever had a parking ticket in Victoria until the last 2 or 3 years when between us we've had 6. We have always been careful about where and how we park and our habits have not changed. However, the parking commissionaires, we feel, have become much more vigilant in enforcing even the most minor of infractions. This has made my wife and I, and many of our friends much less enthusiastic about coming downtown.</p>	7/12/2014 8:00 AM
295	<p>It is truly unbelievable how rude they can be. I was issued a ticket before the system has picked up my payment, I had proof in hand, and was curtly told that I had to take the issue up to the office. So now, I'm spending time, and have to pay for yet another spot, to dispute a ticket that was clearly issued in error. Really, the stories go on and on... I don't think there is anything wrong with the system necessarily, but the fact that they literally HOVER until your time runs out, is ridiculous! There is no city known for their nazi commissionaires like Victoria. It's my first piece of advice to visitors. Nice impression.</p>	4/12/2014 9:32 AM
296	<p>Don't.</p>	4/12/2014 9:25 AM
297	<p>Provide a grace period say 10 minutes before issuing ticket on expired time. Delays in returning to ones car happens often unavoidable. Stop ticketing for other obscure infractions like too far from curb. Issue a warning instead?</p>	4/12/2014 9:08 AM
298	<p>In a public relations sense, make sure the public know the commissionaires actually do apply a "grace period". Few things upset drivers who receive a ticket when they are five minutes late. Although the commissionaires have a difficult job, I have often thought a little public relations training/encouragement would go a long way towards improving the public's interaction with them. I have yet to make eye contact with a single commissionaire. I am sure this has nothing to do with whether or not the officer is a nice person. My sense is they are (understandably) always in a defensive posture</p>	4/12/2014 9:05 AM
299	<p>I actually didn't get a ticket because I was stopped but I asked about the rules for stopping and he was extremely rude and even threatened me. So training those men to be respectful and polite would be useful.</p>	4/12/2014 9:03 AM
300	<p>There should be a few minute grace period. They shouldn't stand there and wait for the meter time to end. If you've left your car overnight, they shouldn't ticket you every hour and stack the tickets so it looks like just one. They shouldn't give tickets for more than 12" from the curb if not impeding traffic flow.</p>	4/12/2014 8:58 AM

301	<p>You have a problem there. Some of the commissionaires are not kind and some in the office</p>	4/12/2014 8:53 AM
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## Parking Survey

301	<p>You have a problem there. Some of the commissionaires are not nice and some in the street reviewing the tickets are not nice, as well. They really need to stop inconveniencing people unnecessarily. I received a ticket while visiting a friend a couple weeks ago. There was no reason to issue that ticket. If I needed commercial parking, there were loads of empty spots across the street, so why would I park there if not visiting a friend? I find them zealous in their ambition to bring unnecessary disharmony and inconvenience into people's lives. How do you fix it? I don't know. Maybe extend parking times around nursing homes like Mt. St. Mary's, which was allowed to be built without proper handicapped and resident family parking, and tell them not to ticket in residential areas unless they have some PROOF that they're commercial. Tell them not to ticket expired handicapped tickets in mall parking lots. Just tell them to lighten up and stop inconveniencing people who already have too much responsibility on their plate, like those with handicapped signs. About getting tickets downtown after lunch, well, I guess those have to be paid, so they're paid. Parking areas around nursing homes need to be longer than two hours. I fought that battle for a few years. When dealing with seniors, you go at their pace not the other way around. If there's a lineup of wheelchairs at the elevator door, you're expected to push and make yourself useful. This type of thing takes up time, even when you're in a rush, you can't be. You have to go at their pace, not the other way around. People who are making spots around nursing homes 2 hours don't understand that that is not enough time to take the person for external appointments. I had plenty of times where, despite my note that I would be a little longer, the commissionaire would ticket and cause me a bunch more stress to remedy it. One time they refused to address the ticket three times, honestly, what type of staff do you have down there? City Hall needs to look at these people they have representing them. I finally took it to the mayor's office with a letter and told him that I was not paying that ticket. That was the only way I could get it resolved. None of it would have happened if the street parking on Humbolt had been 30 minutes to an hour longer. It takes 2.5 to 3 hours to get to the dentist and back. Please adjust the parking times around nursing homes.</p>	7/12/2014 8:00 AM
302	<p>Have some common sense. Getting a ticket for parallel parking slightly askew, with ZERO interference in adjacent lane, is just a Power Trip. Getting a ticket in Residential James Bay in a 2 hour zone 3 times before waking up (when I am sick and have the flu) is pretty lame. Should there not be a Maximum number of tickets in a day? Or.. a Maximum daily fine? I.e: You get 5 tickets in a day, but maximum penalty is \$50 per day.</p>	4/12/2014 8:51 AM
303	<p>Although I have never had a problem with a commissionaire, I have been with people who have had negative interactions with them. There are a few instances where there has been a commissionaire writing a ticket before the parking time actually expired. I understand the need for parking enforcement, however I recall that one of the largest complaints of parking in Victoria was previously the over-zealousness of the commissionaires. It does not make for a pleasant experience to be downtown if you are constantly worrying about your parking expiration time. In this regard, parkades are more pleasant.</p>	4/12/2014 8:50 AM
304	<p>There has to be some give or take. I find the commissionaires I have dealt with rude and a lot of time seem to abuse their power. If I have done something majorly wrong, then yes, by all means give me a ticket, but being a minute late (while they are writing ticket) or being over a line by a few inches in my opinion does not constitute a ticket.</p>	4/12/2014 8:45 AM
305	<p>Commissionaires are assholes. They need a serious attitude adjustment.</p>	4/12/2014 8:44 AM
306	<p>I think parking down town should be free. I think it should be funded by the merchants who do business downtown, much as merchants pay for the parking in the malls. Time should still be enforced with two hour time limits.</p>	4/12/2014 8:34 AM
307	<p>Give a few minutes- at the very least 5 minutes- grace before issuing a parking ticket. As a tourist before September 12, I received a ticket for parking 2 or 3 minutes too long. In addition, I received a ticket for not parking close enough to the curb. Again this most certainly is not tourist friendly. In addition, I would guess that most tourists do not know these rules.</p>	4/12/2014 8:32 AM
308	<p>Grace period; allow commissionaires some latitude in making the ticketing decision. Get rid of the stupidity like giving a ticket for parking 10 cm (example) over the yellow line or when wheels are more than 15 cm (example) away from the curb. Until the spots are changed to be head first in, these rules are a great annoyance and prevent people from parking on the street.</p>	4/12/2014 8:20 AM
309	<p>I am annoyed that in my experience, there is not a grace period of at least 5 minutes. Clocks can be off.</p>	4/12/2014 8:06 AM
310	<p>a pleasant less militaristic attitude from the commissionaire would be a welcome improvement</p>	4/12/2014 7:55 AM

311	<p>stopped going downtown when received a ticket - not worth the hassle - address and in that case</p>	4/12/2014 7:42 AM
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311	stopped going downtown when received a ticket. Not worth the hassle. Adds stress and in that case cost. Don't know what city is trying to accomplish with parking practice - i think you only want money and the commissionaires are "Johnny on the spot". Easier with the city card - but too much hassle if i can get what i want at the mall.	4/12/2014 7:12 AM
312	Hire people with a customer service attitude.	4/12/2014 7:37 AM
313	You should be handing out Notes of Appreciation as the consumer has chosen to shop in Victoria. Parking tickets are like insults, penalties or written abuses for having spent the money locally to help the struggling independent shop keeper. At least, the car driver should be given discount coupons to other local Victoria businesses. There is nothing like finding a ticket in the mail .... anonymously sent by the Commissionaire that sarcastically suggests: "Welcome to Victoria. Please come back soon. Please pay for in person, use the parking meter out front City Hall. I'll be watching for you." In small print it reads, "This ticket pays for the Mayor's pension."	4/12/2014 7:18 AM
314	That's a pretty dumb question.	4/12/2014 7:11 AM
315	City Parking and city tickets are ok. I have never had one. However, Robins Parking is terrible and I had to deal with them once because I was ticketed unfairly. They were rude and NOT helpful. I will avoid downtown parking, I will even avoid downtown if I have to deal with them. I will never park anywhere that is Robbins Parking, get them out of downtown. Their customer service is disgraceful. I would hate anyone visiting Victoria to have to experience them.	4/12/2014 7:05 AM
316	I have stopped shopping downtown years ago because of the parking tickets. I only go there now if I need to for appointments and if I have company from out of town that I am driving them around for shopping, sight seeing and dining.	4/12/2014 7:03 AM
317	Have some compassion and understanding. Cut people some slack, and if they come back to the car while you are writing the ticket, let them go! Parking people are the most unreasonable of any other service.	4/12/2014 6:24 AM
318	Very few comments here will help. Commissionaires need to the support of police when they are being abused by car owners verbally and some physically. Commissionaires could explain ways to get out of the current ticket; but that means commissionaire's own judgment is being challenged and they are not likely to do that.	4/12/2014 4:29 AM
319	I don't know... But I don't think it's helpful to have commissionaires stalking cars to give tickets. I personally have had the experience of getting a ticket at a meter that wasn't yet expired - absolutely outrageous. I agree that this is an important source of revenue for the city, but some sort of balance must be struck. People feel almost threatened by the aggressive nature of some of the commissionaires. I have friends that won't come downtown - and I'm not exaggerating. The bottom line is, tickets have to be issued, and it's a difficult job. But perhaps a five minute leeway would make people feel less like someone is waiting to pounce on their car. There should also be more handicapped parking spaces. They are always full and there aren't nearly enough.	4/12/2014 1:08 AM
320	Helpful? They just gave me a ticket! How are they supposed to help me? I have found the commissionaires to be as polite to me as I am to them. Since I am the one who has broken the rules, I find they can be apprehensive until they realize I am not going to yell and be rude.	4/11/2014 11:40 PM
321	Find people who actually have people skills. :)	4/11/2014 11:00 PM
322	Don't ticket people for being a few minutes late. that's lame.	4/11/2014 10:57 PM
323	I think the commissionaires are over-zealous. I watched one ticket an out-of-province car and the owner return while he was writing the ticket, and show the commissionaire the receipt and that he was only five minutes after the meter ran out and that he had his children at an attraction downtown and they couldn't walk back fast enough. He still got the ticket. Welcome to Victoria. I felt like taking the ticket and paying it for him. I was embarrassed and actually apologized to this man after the commissionaire walked away. Why are they trying to drive tourists away?	4/11/2014 10:42 PM
324	The Commissionaire could be friendly, that would be a start. If you were just going into a store to get change, he could cancel the ticket. If you were arriving as he issued the ticket, he could cancel it. I have seen tickets for being more than 12" from the curb when a larger car in front was out farther into the street. They are not ambassadors for downtown, they have a uniform and it seems to give them a right to treat people poorly. It will take going out of their way to be friendly in an extreme to bring the perception that parking attitudes downtown are a reason to not go downtown.	4/11/2014 8:24 PM
325	No.	4/11/2014 8:13 PM
326	If would help if we knew when parking laws change. People from out side the city of Victoria need	4/11/2014 8:08 PM

## Parking Survey

326	It would help if we knew when parking laws change. I come from out of state and the city of Victoria needs to be told when parking laws change so they know the rules when they go downtown.	4/11/2014 5:00 PM
327	I think the new meters are great and I think the new app I have heard of would be even better	4/11/2014 5:08 PM
328	No machines were taking either of my credit cards, tried 3 machines, I had an appt to go to and I did not have time to try more machines so I left. Had a ticket when I got back, as expected, and took it straight to city hall to dispute. The gentleman working there was EXTREMELY rude, telling me "if the debit machines at Wal-Mart weren't working, you wouldn't just take the product off the shelf and leave, would you?" That's a totally different scenario: parking on the street (zero cost to anyone, is free evenings and weekends) vs stealing products (store loses money/breaking the law). Basically accused me of theft cause I didn't pay because your machines were all broken and saying "Card Payment Not Valid" or something. Not declined.	4/11/2014 5:06 PM
329	Overstays strictly enforced. Some cars sit in the same space for HOURS!	4/11/2014 5:00 PM
330	Commissionaires are ruthless, rude, and overly strict.	4/11/2014 4:28 PM
331	Get rid of all the people in your disputes department. They have admitted that they enjoy taking peoples money. It's disgusting.	4/11/2014 3:58 PM
332	I would characterize current perception of parking tickets as a cash grab for the city. Provide a measure of common sense leniency to mitigate this perception; for instance, if someone is returning to their vehicle less than a minute after the meter expires, perhaps a parking ticket is not warranted. Issuing multiple tickets on the same infraction also seems unnecessarily heavy-handed, which I have experienced in the case of an honest mistake.	4/11/2014 3:11 PM
333	Put yourself in our shoes first, and respond to us how you would like someone to respond to you.	4/11/2014 2:31 PM
334	My wife, who has a disability that limits her mobility (and we have a disabled parking sticker for her), was ticketed a few months ago as she was parking, and before she'd had an opportunity to get out of the car to pay the meter. The commissionaire involved refused to revoke the ticket because he'd already run the data through his machine. There needs to be some flexibility to allow a commissionaire to cancel a ticket when a person in the process of parking has a valid reason for taking a few minutes to be able to pay the meter. That lack, combined with the overall surliness of the commissionaires, makes weekday downtown parking less than pleasant and makes us consider malls and suburban shopping experiences first.	4/11/2014 1:35 PM
335	Your machines are not reliable.	4/11/2014 1:20 PM
336	Don't hire illogical, nazi-style, militaristic jerks.	4/11/2014 12:34 PM
337	Probably 9 times out of 10 my experiences with the city commissionaires have been extremely negative. They are, on the whole, rude, combative and aggressive. They seem to take some type of sick pleasure in handing out tickets. In fact, I have had to call the city on three separate occasions with complaints about how I was treated and each time the city sided with me. There is a general attitude by these staff that you are committing some sort of crime if your meter has run out or if you have pulled over to pick someone up. I have driven downtown on several occasions to pick up my mother from appointments, seeing her walk towards my car, reaching for the door handle and have a commissionaire begin to write a ticket--threatening me for parking "illegally"!!! Where is the common sense? Where is the sense of decency and community?? I'm not parking, I have pulled over to let someone in my car. It's a safety issue, especially at night. Your overly aggressive tactics make it very unpleasant to park or visit downtown for fear of being penalised. You need take some time to either hire better staff or put existing staff through customer service training.	4/11/2014 12:31 PM
338	Curb the entitled attitude for handing out tickets	4/11/2014 12:30 PM
339	This depends on what the motivation is for writing a summons in the first place. Is it to generate revenue, or is it only to act as a deterrent to make spots available? I would hope that it is not only to generate revenue. So let's look at summons as a deterrent. How about employing evidence based decision making? For example, what should be the maximum amount of time a parking spot should be expired before a ticket is written, in order to act as a deterrent to make spots available; 5 minutes, 10 minutes, 20 minutes? Do a test. For a week, don't ticket anyone until their expired spot exceeds 20 minutes, the next week, 15 minutes, the next 10 the last week 5. Somewhere in the mix of those times is going to be an intersection between keeping parking spots available, and a minimum amount of tickets being written.	4/11/2014 12:26 PM
340	a larger discount for the ticket being paid the day of.	4/11/2014 12:21 PM
341	I think the commissionaire's are so eager to give you a ticket by the time my husband /because I	4/11/2014 12:12 PM

## Parking Survey

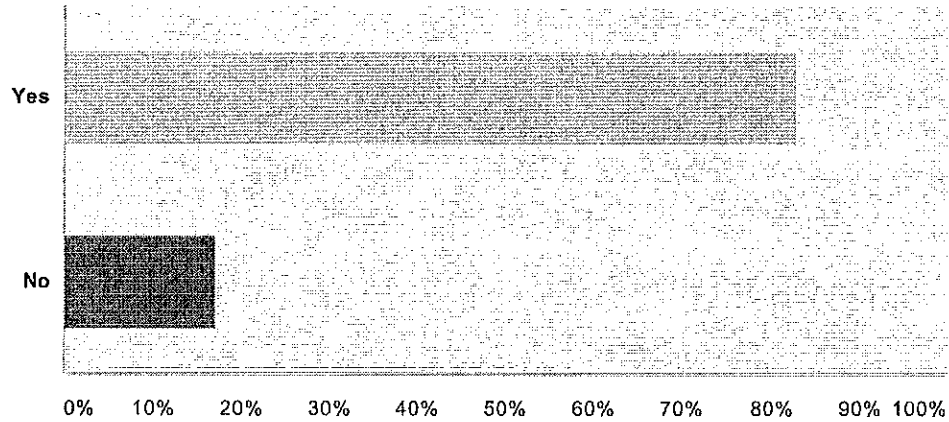
I think the commissioners are so eager to give you a ticket, by the time my husband (because I won't park on the street) gets to a booth to pay, sometimes the commissioner is already at my car ready to give a ticket.

7/1/2017 12:12 PM

## Parking Survey

### Q13 Are you aware that you can pay a parking ticket online without having to visit City Hall?

Answered: 1,042 Skipped: 14

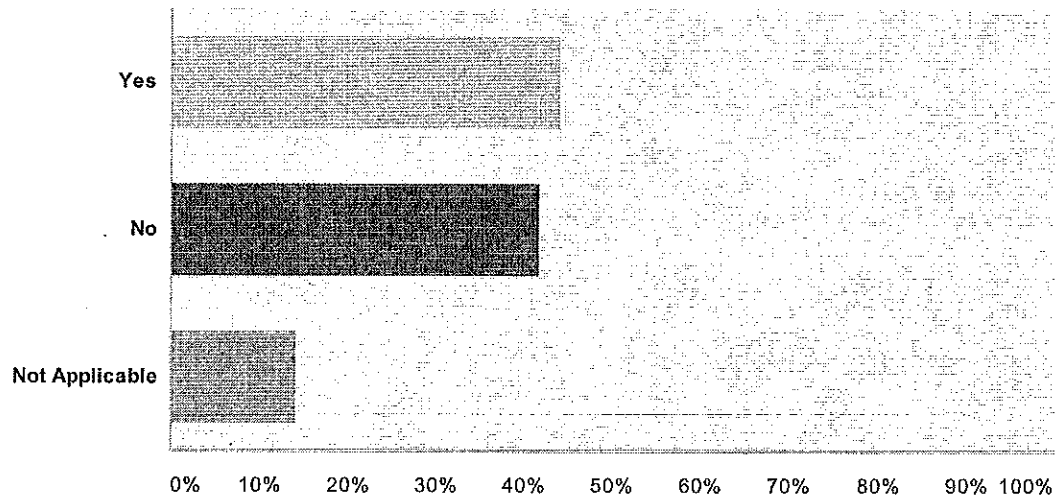


Answer Choices	Responses	
Yes	82.82%	863
No	17.18%	179
Total		1,042

## Parking Survey

### Q14 Have you had a parking ticket reviewed in the past?

Answered: 1,050 Skipped: 6



Answer Choices	Responses	
Yes	44.10%	463
No	41.71%	438
Not Applicable	14.19%	149
<b>Total</b>		<b>1,050</b>

#	If yes, how can we improve this experience?	Date
1	It was very fair.	5/6/2014 9:30 AM
2	it was ok	5/2/2014 10:02 PM
3	The customer service is always really good at the office, and the workers have to put up with grumpy people. They are consistantly pleasant, kudos to them!	5/2/2014 7:20 PM
4	Please make commissionaires more pleasant less confrontational. More Helpful, more FLEXIBLE..	5/2/2014 5:37 PM
5	My experience to resolve the issue was satisfactory. The ticket should not have been Issued in the first place.	5/2/2014 4:12 PM
6	online review	5/2/2014 11:33 AM
7	Yes but not from downtown, parking is controlled and monitored in many streets and parking lots around the greater victoria area, the parking issue is not limited to downtown streets	5/2/2014 11:32 AM
8	payed from the wrong meter and even though I had the ticket displayed and was in the wrong spot got a ticket anyway,but had it reversed when I got home in calgary	5/2/2014 10:34 AM
9	It was fine. Staff were helpful, and provided useful information.	5/2/2014 10:18 AM
10	Start by providing a window of grace time up to five minutes rather than us being ticketed by a commissionaire prior to the expiration time on the vending ticket.	5/2/2014 9:56 AM
11	be polite	5/2/2014 9:23 AM
12	Some of the people in that office are grumpy and unreasonable and some are very nice and fair.	5/2/2014 7:46 AM
13	Make it so we get an answer sooner	5/2/2014 4:52 AM

## Parking Survey

14	I'm not sure what a parking ticket review is?	5/2/2014 2:36 AM
15	I don't want to waste my time and mental energy dealing with a parking ticket. It's an irritation and discourages me from using downtown. I drive to the stores on the Westshore as they offer lots of free parking.	5/2/2014 12:47 AM
16	where do i start... Process took 6 months and all tickets were tossed out. Parking staff were unwilling to accept a call, hear my side, or negotiate. The net result was a lot of wasted time (mine, City, courts). Improve the experience - have someone with customer service and negotiation skills that is not from a Commissionaire/Compliance background to help solve issues. Thing is it often takes someone that is 'proud' and with thick skin to be a parking officer... they may not be the best person to work with on reviews and to view situations impartially.	5/1/2014 9:58 PM
17	Have operational meters.	5/1/2014 8:09 PM
18	It was very easy and commissionaire was very helpful and nice.	5/1/2014 6:38 PM
19	I've only ever emailed in my review form and it's been fine.	5/1/2014 6:22 PM
20	I have attended the office to issue a complaint and have not been impressed with how they respond to your advice and compliant. In addition the design of the counter and location and design is anything but good. Find a new location ,make the space more friendly cut his hair and have him shave ...show some respect to the Taxpayer.	5/1/2014 2:34 PM
21	The experience was ok. When I did send in a ticket for review, it was definitely because the ticket was given in error due to mislabeling of a city sign in Beacon Hill park. I had discussed my situation with a City Councillor and he told me to send the ticket for review. I did not have to pay the ticket, but the email I received was not very friendly and still basically told me I was still wrong according to a certain bylaw (because all Victorians are aware of all bylaws when parking, right??) and that the ticket would be waived "as an education". I think its time to look at your standard wording for ticket reviews.	5/1/2014 1:39 PM
22	By putting a little more faith into the facts as presented by citizens as opposed to blindly assuming the commissionaire would ever issue a ticket in error. They are fallible too.	5/1/2014 1:37 PM
23	I thought it was a fair service.	5/1/2014 1:30 PM
24	PLEASE SEE COMMENTS IN # 23 - I have not filled in other areas because I have already submitted a fully completed survey	5/1/2014 1:24 PM
25	I won so it worked out.	5/1/2014 12:45 PM
26	I don't know if you can. I realize it's a big revenue grab for the city and that you have to have so many commissionaire's. It just creates a bit of a "police state" feeling when it feels like if you are even two minutes late that you're getting a ticket every time. It's nice to catch a break now and then. The good new is that your ticket resolution people are really kind, understanding and supportive. I've twice done stupid things, like putting in the number of the space behind my actual space, and they are very accommodating. This kind of pr goes a long way!	5/1/2014 10:05 AM
27	Surely you jest. The review office simply told me my statements were false, and held fast until I showed a photo that proved otherwise. Perhaps showing some respect to the citizenry would be a start.	4/30/2014 10:55 PM
28	Terrible. Tried to do it online. Had to wait weeks to find out my attachment was not received. Tried again, same thing. Gave up in frustration and wanted to pay online. Message said that I now owed more.	4/30/2014 9:24 PM
29	I am fine with the process	4/30/2014 9:04 PM
30	Ensure that the commisionaires only mark the tread of tires and not the sidewalks to avoid confusion	4/30/2014 9:07 AM
31	they are not listening to specific situations anymore.	4/30/2014 7:44 AM
32	When I arrived at the parking review office, I was told that they couldn't talk to me about it because it "wasn't in the system yet". My whole point at the time was to have the person verify that the ticket was issued prematurely. Catch 22!	4/30/2014 12:39 AM
33	Listen to the concerns or facts of the dispute.	4/29/2014 10:26 PM
34	Own up when a mistake has been made.	4/29/2014 6:42 PM

## Parking Survey

35	The parking office is obscenely rude. They rarely over turn an offence. I live, work and own a business downtown, naturally I will receive a parking ticket from time to time. Every time I have approached the city to reconsider a ticket I'm told to go away and there's nothing they can do. I pay taxes as a business owner and a resident, I can't believe the parking office would treat people like that.	4/29/2014 2:13 PM
36	It was well handled.	4/29/2014 7:45 AM
37	Skip the review and go straight to summons. Essentially reverse the current system . We summons the city if they choose to challenge.	4/28/2014 10:33 PM
38	More timely communication back. Took far too long.	4/28/2014 10:06 PM
39	I live on a street with no on-street parking. I have been ticketed for parking in the nearest residential parking. As have my guests. When I asked where they should park, the agent said they didn't know the area and offered no solutions.	4/28/2014 5:36 PM
40	If someone contests just let it go, all too often you make people stress out, and you know that it costs MORE for us to contest it rather than just pay it, because we have to take time off work to have the ticket reviewed. and the person behind the bullet proof glass is almost always unpleasant to deal with. another power tripping demi god of government here to run the citizens through the ringer and extract every last penny of wealth fro us in any way shape or form.	4/28/2014 4:41 PM
41	It was a satisfactory experience	4/28/2014 4:14 PM
42	I was impressed with the thorough evidence that was provided to me, supporting the City's claim. Ultimately I had to pay my ticket (though the meter was broken and hadn't recognized my toonie) but the review process was thorough.	4/27/2014 10:12 PM
43	I had no issues with the process	4/27/2014 4:58 PM
44	I find that it depends on the circumstance and the individual you get doing the review.	4/27/2014 11:51 AM
45	I thought the clerk was very reasonable and gave me a break even though I had entered my parking spot number wrong. Technically I should've paid the fine and I ended up feeling really good about parking on the street.	4/27/2014 8:28 AM
46	the experience was fine, I was just annoyed that disputing a mistaken ticket has to be done in person, and the fact that I was mistakenly given a ticket in the first place.	4/26/2014 10:11 PM
47	I was very upset because I was getting my hair done and it was a very long appointment. I had paid close to 20.00 in parking and had to keep going out to the metre. At the very end of my appointment I realized that my metre had run out just by a few minutes. I was very upset to find a parking ticket when I returned to my car. I wont get my hair done downtown anymore. It is sad because parking issues greatly effect the businesses of downtown.	4/26/2014 7:26 PM
48	allow to dispute through online applications	4/26/2014 6:55 PM
49	They were nice to me	4/26/2014 5:13 PM
50	I am currently having a ticket reviewed. I didn't find the review office to be particularly helpful. It seemed like they didn't have much authority, and weren't able to be as helpful as they could be. It would be nice to be able to go in and have them decide on the situation right there. Whether you appeared to be an honest person with an honest issue with the faimess of your receiving a parking ticket. It would also be nice to be given the benefit of the doubt, and to see more empathy towards such issues. If you are disputing a parking ticket you obviously have a reason why. Whether it be a technical issue at the meter, you simply can't afford the ticket for various circumstantial reasons, or in my case I have no option for long term parking around the building that i live in, and am subjected to 2 hr. parking enforcement. It would also probably cut down on a lot of extra processing, and cost for the city. (Sorry to whoever's job that is)	4/26/2014 3:57 PM
51	Every "bogus" ticket I ever got was "forgiven" by City Hall because the ticket was always given in error, and I could prove it. Still, it's a hassle and unnecessary.	4/26/2014 2:11 PM
52	Show some flexibility in the rules. Once again I was sitting in the vehicle. It was not left unattended and was ready to move at a seconds notice, yet I was still issued a ticket and received no relief when I submitted the ticket for review explaining the circumstances.	4/26/2014 7:56 AM
53	I heard that the process was so flawed, that I now refuse to voluntarily support downtown businesses. If I can chose other locations that are consumer friendly, I do	4/25/2014 9:02 PM
54	Pay for my parking when I have to come back down and dispute.	4/25/2014 8:33 PM



## Parking Survey

55	It would be helpful if you did not take into consideration every on-street complaint (OSC) as they are not necessarily accurate. It should be either witnessed directly by a commissionaire (challenging because one has to be in the right place at the right time), or maybe a note could be placed on the allegedly fraudulent vehicle for the owner to contact City Hall. Doing contract work (and not looking like a contractor) and parking in a residential area led to a few hours wasted to clear the OSC, when it could have been avoided.	4/25/2014 7:02 PM
56	kinder, not so suspicious attitude	4/25/2014 6:17 PM
57	I had to find a parking spot, and pay for parking to have it reviewed.	4/25/2014 6:10 PM
58	It was an error as my time had not expired. Fortunately I had my parking slip still. Not sure what would have happened if I didn't.	4/25/2014 3:05 PM
59	My issues with my previous two parking tickets came from sticky keys on the blue towers, and the tower improperly imputing my ticket number due to crap keys. And I was clearly partially at fault for not paying better attention, but it shouldn't be rocket science. They told me that since I've had one reversed for the wrong spot number, they wouldn't do it again. Sucks when you've paid for the spot and you're still getting a ticket due to a clerical error and tower issues essentially.	4/25/2014 2:56 PM
60	Be more friendly and personable.	4/25/2014 2:17 PM
61	The picture provided on the internet told the whole story. The trick is that signs need to be really really clear and visible. I looked but did not see it. I am very very careful to look for and read parking signs carefully.	4/25/2014 11:36 AM
62	It was an ok process as is.	4/25/2014 10:13 AM
63	I wouldn't waste my time I	4/25/2014 9:44 AM
64	I will actually be requesting a review of three tickets I received on the same day as the "Residential Only" parking I am currently authorized to park in as a resident living at Vancouver Street and Richardson Street was full. I parked in a spot a block away with no signage restricting parking where I was, but received three tickets for violating a 2-hour space. I will actually be writing a letter as well regarding the system the City of Victoria currently uses for "Residential Only" parking as it is not efficient, NOT convenient and I have previously been told it is not the City's problem to find me, a resident, parking on street.	4/25/2014 9:34 AM
65	Both times the tickets were cancelled. Once it was because I was issued a ticket for parking outside my apartment, and I just had to show proof of my address, and the other time, I accidentally paid for the wrong stall, and my ticket was cancelled when I showed proof of payment. I was satisfied with both outcomes and experiences.	4/25/2014 9:27 AM
66	Have a bit more compassion for Genuine human error, as opposed to flagrant disregard of parking bylaws.	4/25/2014 9:14 AM
67	I had a situation where I was given a ticket in error. The chalk mark was inaccurate because I had moved my car according to rules. The commissionaires should not argue and judge when given the reasonable explanation. They should take your word as being the truth and rip up the ticket. The commissionaires act like Hitler - they need to be more friendly and use the motto that the customer is always right.	4/24/2014 9:11 PM
68	I was unfamiliar with the new parking fee payment machines - now I know how they work, but believe tourists may find them confusing.	4/24/2014 8:59 PM
69	It was handled by the department appropriately	4/24/2014 2:18 PM
70	The people working in the City Hall office overall are polite and informative without the attitude.	4/24/2014 1:21 PM
71	Make it feel less like a punishment and less like a back alley. The parking services review office provides the opposite of customer service.	4/24/2014 9:27 AM
72	The whole thing was a waste of time. I was in line to dispute a ticket. The man in front of me in line had the exact same issue as I did and the woman at the counter waived the fine and ticket. When I got there, she was rude and said there was nothing she could do and I had to fill out an online form and provide the personal information of a friend. Bottom line, hire better staff and be consistent about the "rules". Commissionaires who receive multiple complaints should be investigated/disciplined/fired.	4/24/2014 7:02 AM

## Parking Survey

73	I went to City Hall & was directed the commissioner's office - I explained that I the parking notice outside Pic a Flic on Cook St wasn't easily noticed & that the line needed repainting-probably still does-I don't think that he even listened to me	4/23/2014 9:06 PM
74	I don't know what grounds would be considered fair for review. I would like to know, then I might be able to make use of the review process.	4/23/2014 8:48 PM
75	It was fine. I showed a picture and the fine was waived. And the parking spot was subsequently renumbered to correct confusing signage.	4/23/2014 8:15 PM
76	Have them actually listen to what happened not just pass a summary judgment. A reduction or cancelation of the ticket for 1st time offenders. make the person behind the counter more friendly.	4/23/2014 7:53 PM
77	First off - don't issue tickets when the parking fee has been paid. Apparently your commissioners information can be as much as "three minutes" delayed compared to when the parking spot is paid for. WHAT A DUMB IDEA! Sheesh...maybe this can be fixed, maybe it can't. Perhaps warn people that they have to remain at their cars for three minutes to ensure tickets are not issued in the first three minutes of parking...and don't forget to add the three minutes to their parking time allowed!!	4/23/2014 7:46 PM
78	Longer hours. If you work 9 to 5 it is impossible to get there in time. Also make it clear (huge sign!) that you can have them reviewed online. Hopefully that's a 24/7 service.	4/23/2014 7:40 PM
79	For the parking reason I bought a Fiat 500 2 years ago and parked in the smart car parking because the dealers in Dodge Victoria told us that Fiat 500 is allowed to park in the smart car parking spot, I got a ticket for parking in the smart car parking so when I went to the city to ask why I got the ticket the lady at the counter told me that Fiat 500 is not allowed to park in the smart car parking spot, so I went ahead and sold the Fiat because it was too small for my groceries and I had to do several trips and I was not allowed to park in the smart car parking spot, now I have bought an SUV to fit all my groceries, but I cannot find parking spot. the City can improve by giving us small business owners a decal to put in our cars so we can park for 30 minutes to off load the groceries would	4/23/2014 6:35 PM
80	They have a job to do but it's not very customer friendly process.	4/23/2014 5:51 PM
81	get review on line	4/23/2014 5:46 PM
82	Was parked in James Bay - after 6pm- watching a baseball game. There were a lot of other cars parked on the same street we were and no one else had a ticket on their windshield. We were told it was because no other resident complained, so only we were ticketed. Rules for some and not others!!!!	4/23/2014 4:43 PM
83	Successful review. Very informative.	4/23/2014 3:48 PM
84	They were very nice and realized I was correct and discarded the ticket.	4/23/2014 3:36 PM
85	Make sure your vending machines work. and do not give a freebie to couriers and taxis	4/23/2014 2:47 PM
86	You make it almost impossible and MORE expensive (in time) than is reasonable.	4/23/2014 11:36 AM
87	Have a better office, not so small and tucked away, with shorter wait times.	4/23/2014 10:58 AM
88	stop being so patronizing.	4/23/2014 4:35 AM
89	I have always had a good experience with having parking tickets reviewed.	4/22/2014 3:43 PM
90	The person at the booth in the square has clearly heard it all - and they are very very either dismissive or argumentative. I think they should just try to be as objective as possible, learn some skills in negotiation and issue management, thank the customer for taking the time to 'challenge' the ticket and then systematically forward the review to a different body - like volunteers from the downtown business association. That way, the City does not have to rely on commissioners to be its 'face' or ambassador.	4/22/2014 1:33 PM
91	The email was very abrupt. Have some more conciliatory or at least introductory language.	4/22/2014 1:20 PM
92	Process was fine. Dispute office is dingy and depressing. Why not have it in City Hall, and then it's easier for people to find as well.	4/22/2014 12:13 PM
93	I just pay, why bother arguing?	4/21/2014 2:20 PM

## Parking Survey

94	Prepaid cards. I use them and find it great. But the card/meter keeps ticking after 6PM. Once I started my time at 530PM but did not close it off when I left around 8PM. Next time downtown I used my card but in a hurry did not take time to notice that it was not purchase but a closing off of the previous purchase. I received a ticket. I went to the office and explained. Can not remember how it ended but I know I was satisfied with the reception and thought they were good city representatives. Card clock does not start until 9AM and can be purchased earlier. Why can not the system close off a purchase at the end of the same day? It seems like a cash grab.	4/21/2014 12:00 PM
95	by preventing many of the tickets to begin with - another time stealer	4/21/2014 10:07 AM
96	See above	4/20/2014 12:02 PM
97	Value the time and frustration you put people through Give people a place to park and commute them to downtown with a free shuttle such as Langford does with their trolley service.	4/20/2014 11:48 AM
98	Friendly service, Information on parking availability	4/20/2014 10:14 AM
99	See us as customers using your services, not as people breaking the law. We can go elsewhere to shop where there are no parking meters. So if you want our business, be nicer to us.	4/20/2014 8:28 AM
100	email correspondence was easy. assumption was that i was guilty, that i had overstayed the 2hr limit but ticket was given out within minutes of me parking and i had a witness. ticket was forgiven not because there was an admission of a mistake but as a courtesy.	4/19/2014 8:54 PM
101	It was satisfactory.	4/19/2014 9:58 AM
102	I wish it were in the same office rather than being sent from place to place. You should be able to pay for it at the same place.	4/19/2014 8:24 AM
103	Staff are great. I don't have any problem with this process	4/19/2014 7:49 AM
104	See comment in #12.	4/18/2014 7:08 PM
105	Experience has been fine and understanding. Although you usually have to go find another place to park at city hall...	4/18/2014 6:35 PM
106	You are made to feel guilty and lack respect for the time taken to personally ask for a review	4/18/2014 4:29 PM
107	Jennifer the parking admin girl was wonderful.	4/18/2014 8:26 AM
108	Was a good system	4/18/2014 7:35 AM
109	I found the review office is just a system to give the appearance that someone will look at the circumstances of the ticket and make a good judgment call based on the circumstances.	4/17/2014 10:55 PM
110	Give a "shopper" a break	4/17/2014 10:00 PM
111	Do more than send out form letters.	4/17/2014 6:49 PM
112	I shouldn't have to pay for parking to dispute a parking ticket.	4/17/2014 5:59 PM
113	I paid the ticket as I was in the wrong. However, I contacted the parking department by email to complain of unclear regulations and received no response. Though I did not pursue the matter, I was unimpressed with being ignored.	4/17/2014 5:39 PM
114	I was able to get the ticket reverse due to commissionaire input error on the ticket	4/17/2014 3:38 PM
115	excellent experience thank you very much	4/17/2014 3:09 PM
116	If there is a good reason and if its not a regular offender give a break regardless of your rules.	4/17/2014 2:21 PM
117	The people are stone faced - really? do you think I am a criminal ready to pull a fast one? Insulting	4/17/2014 2:02 PM
118	Be more diligent with street meters and their expiry times. I had to have 2 tickets reviewed on account of still having time on the meter although I received tickets.	4/17/2014 1:05 PM
119	Just seems like too much work	4/17/2014 12:54 PM
120	My experiences have been easy. These only amount to 3 or 4 over 20 years.	4/17/2014 12:35 PM

## Parking Survey

121	Many years ago, a commissionaire gave me a ticket, even though the meter was broken. there was a note and I saw him so I told him. He said that meant I couldn't park there, even though it was the only spot available. When I asked him to not give me a ticket, he still did, and told me to take it to city hall. I suggested he was simply causing a 'make work' project, but he said 'tough'. At city hall they immediately cancelled my ticket, but I wasted a lot of time, when common sense would have dictated that I not be given a ticket.	4/17/2014 11:23 AM
122	It was a few years ago, so things may have changed, but my experience at the time was that the rules were fairly unclear (I had moved between 2-hour zones). Being sent a link to the bylaws was not helpful at all.	4/17/2014 11:07 AM
123	See above. Your commissionaires are human and make mistakes too.	4/17/2014 10:05 AM
124	I tried to get one reviewed, after it was issued just 5 minutes after my meter expired, but I was sent away without an opportunity to have it reviewed.	4/17/2014 9:26 AM
125	In my case I had wrong parking number on space bought and had no problem having reversed with ticket stubs.	4/17/2014 9:13 AM
126	Tell the people at the counter not to be so rude and to listen to reason	4/17/2014 8:08 AM
127	My ticket was given in an obscure area that we almost never see the Commissionaires. Because of weather conditions (heavy snowfall) we were unable to get into our parking lot at work. The city did not clear our road. The one day of the year the Commissionaires decided to come by was this day. I was unable to move my car out of a 1 hour parking zone due to further snowfall. The response I got when I disputed my ticket was that 'if I drove and made it to work with my car, I should have been able to remove my car from that parking spot'. I think the city should be more relaxed about parking on extreme weather days, instead of taking advantage of people who are just trying to get to and from work in a safe manor.	4/17/2014 7:57 AM
128	Take into account the explanations provided by the ticket holder. Parking about half an inch over a spot still allowed for another vehicle to park, so the extra ticket I received was completely unnecessary in my mind.	4/17/2014 7:53 AM
129	I had a positive experience as the clerk was polite and corrected the error.	4/17/2014 7:15 AM
130	It was easy. I just took my dash ticket and the ticket that I received (received a ticket when I still had time left on ticket) and they reversed the ticket immediately.	4/16/2014 6:07 PM
131	the people I dealt with in person at City Hall were very helpful and pleasant.	4/16/2014 5:48 PM
132	Its fine.	4/16/2014 5:37 PM
133	It was pretty painless. City Hall employees are usually really nice.	4/16/2014 5:28 PM
134	It is one person...and they make a decision. It has a personal component.	4/16/2014 5:19 PM
135	It took forever... I had no idea if my phone message was received and if I was then still in the deadline. So I called several times and left several messages, which I imagine only clogs up your system. The reason for the ticket is explained in another question, it was a STUPID reason to begin with. Overall my parking experience in Victoria is not that great. I avoid coming to Victoria because of it. If a mall offers what I need or another place that is easier to access, I will chose a different location because of the DT parking situation. Out of frustration I use parkades more now. Why is the 1st hr free not available for the parking meters? Have the meter issue a refund or a voucher for one hour free parking the next time. Why does it not say on the parking meters that you can add funds from any of the blue boxes in town, as long as you have your stall nr handy? That should be right there on the meter boxes! I found out by coincidence from an online discussion about the bad parking situation back then, and that was several years ago just after these blue boxes were installed. Pathetic!	4/16/2014 5:05 PM
136	Make sure the meters are in working order.	4/16/2014 5:01 PM
137	Lengthen the amount of time one can park at a meter and implement a smartphone app that allows users to top up their meter.	4/16/2014 4:57 PM
138	Be less rude, give out fewer illegitimate tickets. Give drivers some leeway and stop making it a cash cow. When the meters went in downtown we were promised it would be revenue-nutral, it was about turning over the spaces for business, now it's just another budget line.	4/16/2014 4:49 PM
139	satisfactory	4/16/2014 4:43 PM
140	Get someone who understands the your situation and who doesn't hide behind policy.	4/16/2014 4:28 PM

## Parking Survey

141	I was frustrated because I didn't realize you cannot add time to your meter and instead are expected to drive around and find a new spot. After paying \$7 for my spot, I received a ticket. I sent in my receipts, explained my misunderstanding, and was told I had to pay. It was very frustrating. I think there should be some flexibility. So now I never park in a meter unless I know I will only be there for a quick period. It's not worth it to me.	4/16/2014 4:18 PM
142	Don't issue frivolous tickets to begin with!	4/16/2014 4:15 PM
143	Good - was due to the new meters and putting the wrong number in	4/16/2014 4:10 PM
144	Ticket correctly	4/16/2014 4:08 PM
145	Keep a record of the transactions. What's happening to the money if the transactions are unmetered?	4/16/2014 3:22 PM
146	Make the responses more human and avoid making those disputing the tickets feel like they are talking to a computer and no consideration is being given to their particular circumstances.	4/16/2014 12:53 PM
147	Don't give bogus tickets in the first place.	4/16/2014 11:30 AM
148	Get rid of meter maids.	4/16/2014 7:37 AM
149	It was solved, as I was in the right. However, I got the feeling I was a criminal.	4/16/2014 7:32 AM
150	Get rid of the office! I can tell you how easy it is to walk in there and get a ticket cancelled! Why??? If you committed the offence and there are no errors on the ticket then everyone should be expected to pay it or go to court. The City is the laughing stock of the province with this pansy, soft handed approach! It only serves to feed into the entitlement of the last few generations of they shouldn't actually have to be held accountable for their actions! Heavens no!! And then we wonder why we have some many asshole people out there with this type of attitude! Congratulations City of Victoria, you help FEED this attitude!!	4/16/2014 6:09 AM
151	Perhaps not assume that I am lying. Sometime people actually tell the truth.	4/16/2014 12:21 AM
152	Make the process more accommodating. The playing field is tilted on the side of the city. The review should be independent and completely objective. The entire process is one of intimidation and inconvenience. I suspect many pay the fine in order to avoid the time and inconvenience. They certainly will harbor some bitterness towards the city.	4/15/2014 11:12 PM
153	I've already answered that. I feel you're writing tickets for the sake of gouging tourists and consumers. It's short sighted and hurts business. Business is what keeps your city thriving. You can't tax the unemployed! One of the tickets I received was for the machine being broken. I called the number and reported it out of service, I included my plate number and still came back to see a lot full of tickets, including one on my vehicle! How hard is it for the parking attendant to realize no one has paid and walk over to the machine and see why?! Instead they are lazy and hoping people will just pay it and not take the time to complain. The ticket was dropped after I called but the point is why should I have to call twice! Another ticket I received was in a lot where I arrived at 3 and was only able to pay until 6 pm. Unfortunately our service was slow at dinner and we didn't make it back until 6:12. When I called and asked why I couldn't have been given the option to buy a ticket past 6pm I was told to buy 2 next time and put them side by side. What the??? How on earth is this logical?! Not to mention there's NOWHERE that this is posted for people to read BEFORE they are ticketed. It's just again one more way to take advantage of people.	4/15/2014 5:33 PM
154	On-line, don't make me go downtown to dispute it - and I had to pay to park to dispute the parking ticket :(	4/15/2014 4:25 PM
155	good and fair. I had goofed on the stall number.	4/15/2014 1:44 PM
156	Use common sense in your determination of the reasonableness of the ticket.	4/15/2014 12:59 PM
157	Front line workers who deal with such issues should be trained to deal with unhappy people!	4/15/2014 12:55 PM
158	I am not about to challenge tickets-it's simply life here in Victoria. Consequently, I use my car as infrequently as possible despite needing it for work. In the end, it costs business my time.	4/15/2014 12:52 PM
159	Seemed pretty straightforward at the time.	4/15/2014 11:35 AM

## Parking Survey

160	I think you can improve the experience by stopping the aggressive ticketing policy. I have a foul taste in my mouth for the City of Victoria and it's ticketing policy and procedures. You treat local citizens like common criminals without any professional, personal or common courtesy. Every person I speak to about this has a similar story to tell - and I'm a talker who speaks to lots of people. People are afraid to come downtown. If you are trying to discourage patronage in the downtown core than you are a huge success.	4/15/2014 11:18 AM
161	It's been a while, so I can't recall well enough to answer.	4/15/2014 9:43 AM
162	I received notice that I had not paid a parking ticket. I was not in town at the time of issue and there was no way that my car (license plate number) was the car ticketed. I stated my case at Parking Commission and wrote out my statement. It was not accepted so we went to court. The City was a 'no show'. That was a waste of time for me and a lot of hassle for being innocent. I had ability to prove my entire case. I'm sure there are plenty of people who don't tell the truth to get out of ticket, but I felt I was not treated right. This was before commissionaires used cameras.	4/15/2014 9:29 AM
163	What do you mean by "REVIEWED"? When I went in to dispute a ticket the person at the window was so rude; did not even wait for my reason/explanation but advised if I do not like it I can go to court. Then it turned out that I was expected to go to the Courthouse to basically ask to be charged! City Hall and the Commissionaires seem to be doing things backwards: if you charge me with any parking violations YOU take me to court!	4/14/2014 9:04 PM
164	I did it online and it was great. Very efficient and the staff were excellent.	4/14/2014 6:48 PM
165	It worked well for me. I took photos and was able to clearly illustrate I was ticketed in error.	4/14/2014 3:20 PM
166	I made the mistake of paying it first. I was told it was too bad and was treated like I was stupid.	4/14/2014 3:12 PM
167	Good experience.	4/14/2014 1:53 PM
168	Refer to above story!	4/14/2014 1:09 PM
169	Let people know that they can be ticketed for a lot more than just a meter running out. For instance, for not being dead centre between the parking lines - even their bumper within an inch or two of the front or back line, even though they are still in between the two lines, they will be ticketed.	4/14/2014 1:08 PM
170	Cannot think of anything. Response was speedy and accurate.	4/14/2014 12:55 PM
171	It was a few years ago, and the staff cancelled one, but I had to pay the full amount of the other as the process went longer than the reduced rate for fast payment. I was living on a "residents only" block and was ticketed twice in a 3hr period.	4/14/2014 11:29 AM
172	Explain parking fines and offences in a clear, simple manner. Even a "plain speak" webpage that explains "where you can park", and "how you can park" would help.	4/14/2014 10:17 AM
173	This is not related to downtown parking, but residential parking. The commissionaires routinely come and simply ticket every car on the street. I know for a fact that where I live this parking is not abused and most of the cars are residents or guests. What an administrative waste of time on your end to deal with the inevitable cancellation of all of these tickets...surely there is a better mechanism. Often, no other parking exists for guests in our neighbourhood.	4/14/2014 9:30 AM
174	The first time was good but the second time I had to pay for putting more money in the meter as I didn't know it was only good for a limited time and I had to move it NOT put more money in on time. After that I stopped going downtown as much.	4/14/2014 12:37 AM
175	Had to go to ticket office which was a great inconvenience. Try on line.	4/13/2014 9:15 PM
176	Not in Victoria.	4/13/2014 7:50 PM
177	Massive pain, was visiting a friend, legitimately, and had to jump through hoops to get a residential-only parking ticket overturned (after parking for only one hour), and seriously inconveniencing my friend (by required photocopies of his ID etc etc). The solution is: the ticket should never have occurred in the first place. 1) NEVER have blanket residential-only parking areas; if a parking restriction is required it should be time-based, where local residents may be exempted, and where it is enforced by bylaw officers only, not lookyloos who have nothing better to do than snoop all day long. 2) residents should NEVER be the ones enforcing, this creates an air of selfish protectionism and ownership over the street for infrastructure that in fact belongs to everyone. On rare occasions when necessary, people, within reason, should be able to park and not be unduly ticketed or harassed.	4/13/2014 4:19 PM

## Parking Survey

178	Get the facts right before issuing the ticket. I paid for 90 minutes and then paid again before the 90 minutes was up (as I was at a hairdresser having my hair colored which takes approx 3 hrs) and was charged for exceeding the first 90 minutes. Proof with receipts proved otherwise but I didn't appreciate the time it took me to have to prove I was not guilty of the fine.	4/13/2014 4:07 PM
179	I felt there was no real interest in my complaint. Rather, a "dismissive" attitude that was totally unhelpful. I won't be bothered to try it again.	4/13/2014 2:43 PM
180	Give us a break ( sometimes only a few minutes, signs not bleat etc)	4/13/2014 1:38 PM
181	I recently got a ticket for a spot that does not exist. This required spending time to dispute the ticket. Maybe make sure the parking people at least know what spots actually exist.	4/13/2014 1:00 PM
182	It was excused because I was unable to drive during a snow storm and had to return later for my car. Who would give a ticket in a snow storm? A family member had his excused because he was given a ticket where he had been given a parking pass. Mayor Lowe had to fix the problem himself. My volunteer organization had a no parking zone on Memorial Crescent rezoned for tour guides who do school tours after our tour guide received a ticket where he was parked to meet the school bus. Teach commissioners to use discretion, be less officious and use common sense. Retraining.	4/13/2014 12:08 PM
183	The person at the desk was courteous and excellent to deal with. He provided information to explain the process and showed me his computer screen so I could see the different parking requirements.	4/13/2014 11:56 AM
184	Don't make me feel like a criminal. It's just parking!	4/13/2014 10:18 AM
185	Fine. I brought in my receipt to prove I'd paid, handed them both in and was told "You're good". Very polite, friendly and easy.	4/13/2014 9:49 AM
186	Train your commissioner staff to stop being wannabe police officers. People parked downtown are most likely spending money in the downtown area.	4/13/2014 9:22 AM
187	Make the claim service at the same desk as the pay service! The online system didn't work when I tried it.	4/13/2014 8:29 AM
188	Regarding item 15, we had some elderly visitors who received a ticket in error, and when they called the City they were told that they had to drive to City Hall to get this corrected.	4/13/2014 8:29 AM
189	At least answer the final email in the series related to the review. I made a suggestion in a recent review email, after being notified that my ticket would stand (very unfair in my opinion, \$40 for a ticket I never received), but heard nothing back. So I called Councillor Lisa Helps with the suggestion, she was very receptive and said it was an excellent idea. I do appreciate being able to have a ticket reviewed, though, so please keep that service going!	4/13/2014 8:24 AM
190	see above	4/13/2014 8:10 AM
191	Generally, the staff in the review office are extremely rude and condescending – as are most staff at city hall. Why should a taxpayer have to put up with such an offensive experience just because they've been falsely issued a ticket?	4/13/2014 7:48 AM
192	Maybe you might pay people to shop in Victoria ... instead of punishing them	4/13/2014 7:47 AM
193	yes and i won , the clock on the machine was out by 5 mins. My cell is more accurate with the time.	4/12/2014 11:48 PM
194	By making it go my way. You pricks.	4/12/2014 10:36 PM
195	Received a ticket with unexpired time on my numbered spot. Took the ticket and meter receipt to City Hall. While ticket was cancelled, not even a simple "oops, sorry that shouldn't have happened".	4/12/2014 10:08 PM
196	I was told by the front desk not to bother, it wouldn't go in my favour.	4/12/2014 8:26 PM
197	Have people return messages when we call to ask questions	4/12/2014 7:41 PM
198	a pain in the ass - just not worth my time - do it online on above incident i was told there was nothing that could be done - tough - move on! train your staff - see above	4/12/2014 7:03 PM
199	It's actually pretty good!	4/12/2014 6:39 PM

## Parking Survey

200	When responding to someone who has made an honest mistake, like entering the wrong spot number into the ticket machine, be a little more understanding that we all make mistakes. This happened to me, and when I submitted my request to have the ticket reviewed on-line, I got sent a condescending email to remind me that it was my responsibility not to make mistakes. I guess the city employee who wrote it was annoyed that they lost out on some ticket revenue.	4/12/2014 5:44 PM
201	The office is grim as are some of the people working there. they are barely polite. I know a lot of people complain or are angry but a lot of people aren't and if you become too jaded you stop being friendly which is what happens there. i wish you review a ticket in City Hall. it seems like an added pain to have to leave the building and go there.	4/12/2014 4:01 PM
202	Because ticket people are mean with no hearts. I've taken a ticket in within 15 mins of getting it with a screaming baby explaining that my child needed a diaper change and I had to wait 15 mins to get into the ONE baby bathroom in the bay center. I missed the ticket by 7 mins and was at the office exactly 15 mins after issue and they wouldn't budge.	4/12/2014 3:21 PM
203	In the past you have only been able to go in in person to deal with a wrongful accused ticket. Which doesn't work so well for many people's schedule's.	4/12/2014 1:15 PM
204	Allow 2 minutes between logging off and getting to the vehicle.	4/12/2014 12:54 PM
205	You can't be serious. Stop with the insanity that all cities buy into as a revenue source. Regulate parking properly.	4/12/2014 12:45 PM
206	Hire nicer people, they make you feel like a criminal for having a parking ticket. Most of mine I was wrongly ticketed and the way I was treated was horrible. Honestly I can't say enough bad things about the horrible treatment I have received	4/12/2014 11:50 AM
207	By not implying that I was lodging the complaint falsely, but since this was the first time I'd contested the issue that it would be waived this time.	4/12/2014 11:40 AM
208	Be nicer.	4/12/2014 11:06 AM
209	See #12. Another time, I got a ticket because my meter had somehow expired before it was supposed to. I returned to my car well inside my time limit to find the meter expired and a ticket on my car. I complained, they checked the meter, found it was defective and cancelled my ticket.	4/12/2014 10:47 AM
210	The majority have been dismissed, though dealing with the often unfriendly and unhelpful staff at the review office is not a good experience	4/12/2014 10:32 AM
211	Invoke the spirit of parking control rather than strict literal interpretation.	4/12/2014 10:26 AM
212	Some years ago, I lived on Vancouver Street, and had a residential parking permit so that I could park on-street outside the restrictive parameters of the parking signs in the neighbourhood. I would get tickets anyway. I would phone City Hall to have this take care of, but they would tell me that I had to bring the ticket and proof of my residential parking pass down to City Hall to have the ticket cancelled. Since City Hall was open the exact hours that I had to be at work, I actually had to take time off work to deal with the errors of the Commissionaires. You can imagine how thrilling it was for me to have to devote some of my vacation time to clearing up someone else's poor work. This was some years ago, and I don't live downtown anymore, but I hope that this type of situation has ceased to occur, and that Commissionaires take the time to actually look before handing out a ticket, but I am guessing they were just trying to fill their quotas. While it is nice that (per question 15) one can now have a parking ticket reviewed online, why should one have to in a situation like I have described, if the Commissionaire is doing a proper job?—it is still a stealer of one's time.	4/12/2014 10:09 AM
213	No complaints. It seems fine.	4/12/2014 9:32 AM
214	I don't know what this means. I have twice taken a parking ticket to court, won both times; however, the cost to me in terms of having to take my own vacation time was more than the cost of the ticket. I fought the ticket because the commissionaire was a rankliar, who barely even bothered hiding his corruption. One wonders how common, therefore, such behaviour is. More oversight of "ticketers" is clearly called for, but unlikely to be provided.	4/12/2014 9:25 AM
215	Should not have been issued the ticket in the first place. I had clearly paid for my parking before the ticket was issued just minutes later. Either an over zealous and or motivated parking enforcer or a system problem. I suspect both in this case.	4/12/2014 9:08 AM
216	I found it very hard to find residential parking rules. You need to make them easily visible and publicize them more.	4/12/2014 9:03 AM
217	Be more understanding of stupid mistakes.	4/12/2014 8:59 AM



## Parking Survey

218	I went to the office and they were pleasant and resolved it.	4/12/2014 8:58 AM
219	Just what I put above. I must say that they office staff there and that office in general don't care how disruptive that ticket is in your life. The tickets are too high and you pretty much have to have Jesus descend to get it reversed. Who has for all this? Shall I send them a bill for my loss of business and use of time to remedy their mistakes? Don't ticket in residential areas unless someone calls you to complain and stop going out of your way to ticket people with handicapped tickets on their vehicle. And change the length of time around nursing homes.	4/12/2014 8:53 AM
220	I found the review process easy, it was the fact that I could no longer pay online and had to go into the building downtown after review that was inconvenient.	4/12/2014 8:45 AM
221	Office staff I spoke to were dickheads. They need a serious attitude adjustment.	4/12/2014 8:44 AM
222	It was fine.	4/12/2014 8:06 AM
223	More flexibility required. Past history should not dictate outcome of case under review.	4/12/2014 8:00 AM
224	The guy was really rude. He acted like he was God. Allow online review applications.	4/12/2014 7:37 AM
225	U have to pay more parking to go to city hall and speakwith someone. Hard to locate location	4/12/2014 7:33 AM
226	Yes ... but it cost me a bundle. I hired the Violin section of the Victoria Concert Hall, and the legal team that defended O.J. Simpson. They reduced my fine. How about offering a raffle ticket on a Tow Truck ... the more tickets you receive, the more chances to win.	4/12/2014 7:18 AM
227	Again I think this is a pretty dumb question.	4/12/2014 7:11 AM
228	don't assume I want to be confrontational when approaching the desk	4/12/2014 7:03 AM
229	It's fighting a losing battle, so why would you dispute a ticket? There is very few times I have ever heard of someone winning a dispute over a parking ticket.	4/12/2014 6:24 AM
230	Be able to submit the review online and ensure confidence is provided to the public that the system is fair by publishing statistics of successful and failed reviews and explanations. People will read this.	4/12/2014 4:29 AM
231	If I was ticketed incorrectly, I stated my case and prevailed. At the same time, I have paid the tickets I have earned.	4/11/2014 11:40 PM
232	Was 1" behind due to other vehicle. Got ticket - ridiculous!!	4/11/2014 11:18 PM
233	Not make it like I just stole a car but made a minor infraction that really is just a way for city hall to make money	4/11/2014 10:57 PM
234	By using common sense and being reasonable.	4/11/2014 10:42 PM
235	In general the parking review people are great.	4/11/2014 8:24 PM
236	Go back to the old system. Give the person in the parking review office the power to cancel a ticket.	4/11/2014 8:03 PM
237	Not having to do it in person. Friendlier staff.	4/11/2014 6:08 PM
238	See above	4/11/2014 5:06 PM
239	Very difficult now that you can not speak to someone over the phone, I didn't have time to come downtown and talk to someone about the issue I had. In the past it was much easier to speak with someone and get an issue dealt with.	4/11/2014 4:50 PM
240	I parked in the city hall parkade at night for \$2 and did not put the ticket on the dash (I saw no signs instructing me to do so) and got a ticket. Luckily I had kept the parkade stub and went to the office downtown and it was absolved. If I had not kept the stub I likely would have paid the ticket even though I had done no wrong.	4/11/2014 4:29 PM
241	Fire all those employees with shifty attitudes. Unbelievable.	4/11/2014 3:58 PM
242	I think it would be helpful not to assume the client is in the wrong. The immediate position was that the person who issued the ticket was correct, even though I demonstrated I was visiting a friend in a residential area. The ticket was waived and I was still meant to feel that I'd done something wrong and given some spiel that this was my one waiver. This inadvertently caused a disagreement between my friend and her neighbour (who she suspected call parking) and wasn't worth the aggravation.	4/11/2014 3:43 PM

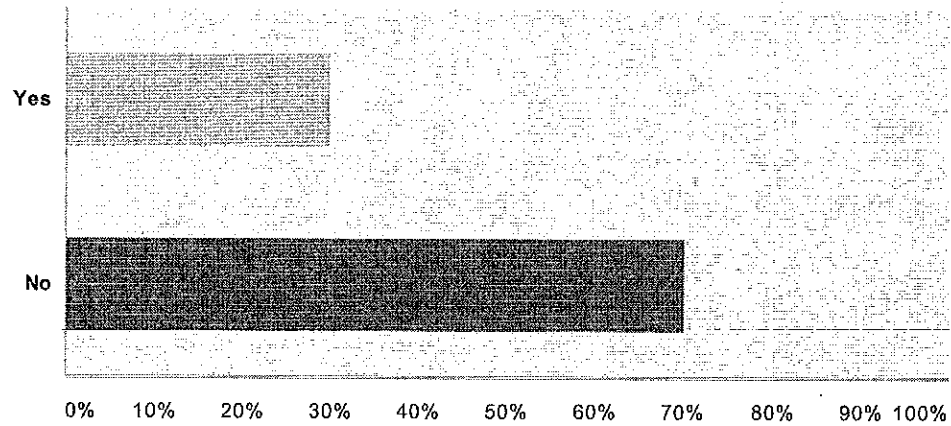
## Parking Survey

243	I didn't know that you can have a ticket reviewed online. I have always gone into the review office to do the review. They did not tell me I had an option of doing it online nor did I see a sign posted in the office about online review.	4/11/2014 3:37 PM
244	My experience was efficient and pleasant. Being able to pay parking tickets online is also very convenient.	4/11/2014 3:11 PM
245	Realize your machines don't always work.	4/11/2014 1:20 PM
246	Friendlier staff	4/11/2014 12:40 PM
247	Blieve that a person can punch the wrong number into the machine, especially when they show the meter receipt with the correct date / time etc... If a machine only displayed the parking space numbers within it's area, to almost eliminate picking the wrong space number for where you are marked, you would drastically reduce the need for people to protest against the parking tickets	4/11/2014 12:34 PM
248	Make it honest! I have had provided proof that I was parked in a parkade (had the ticket stub) at the time a street ticket was issued for repeat parking and you refused my claim! How is that possible?? You also referred a few tickets to a debt collector that had no time or date stamps on them and expected me to pay when I had no record of the ticket. The tickets were "dropped" when I threatened to go to a lawyer.	4/11/2014 12:31 PM
249	answer your phone line at the dispute office. It's ridiculous to have to constantly go down there to dispute a residential parking offence ON MY OWN STREET, IN FRONT OF MY OWN HOME	4/11/2014 12:30 PM
250	Sometimes I get them revoked, sometimes not.	4/11/2014 12:26 PM
251	I have wanted to review a parking ticket but I didn't think it was wroth the hassle for \$20	4/11/2014 12:21 PM
252	There are two times I have had a review; one is when I have had a vehicle ticketed in front of my home in a Residential Zone. Then the process has been easy - I email Parking Services and it has been fairly easily reversed. The other was when my motorcycle was ticketed downtown on Broad - I went to Court and won. That was not so easy. Perhaps some leniency would be worth considering.	4/11/2014 12:18 PM
253	When you tell them what happened they are good, they have excused 2 tickets for me, one because I had punched in the wrong numbers.	4/11/2014 12:12 PM
254	It worked fine in my favour	4/11/2014 12:09 PM
255	Actually listen to me and not assume the person who wrote the ticket is always right!	4/11/2014 11:19 AM

## Parking Survey

### Q15 Are you aware that you can have a parking ticket reviewed online, without having to go downtown to the Parking Review Office next to City Hall?

Answered: 1,042 Skipped: 14

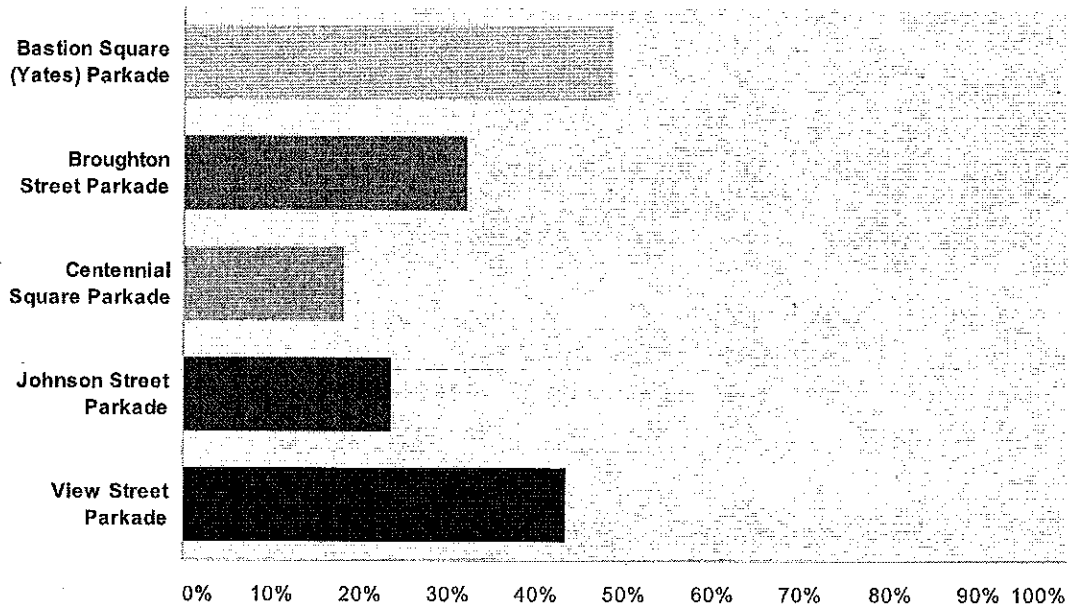


Answer Choices	Responses	
Yes	29.85%	311
No	70.15%	731
Total		1,042

## Parking Survey

### Q16 Which of these five City of Victoria parkades do you most often park at? (Please check all those that apply.)

Answered: 875 Skipped: 181



Answer Choices	Responses
Bastion Square (Yates) Parkade	48.57% 425
Broughton Street Parkade	32.23% 282
Centennial Square Parkade	18.17% 159
Johnson Street Parkade	23.54% 206
View Street Parkade	43.43% 380
Total Respondents: 875	

#	Why do you choose these parkades?	Date
1	I guess they are closest to where I normally shop	5/9/2014 1:13 PM
2	To visit library and Fort St shopping.	5/6/2014 10:18 AM
3	City owned and convenient (if they are still City owned - I avoid Robbins.)	5/6/2014 10:14 AM
4	Closest to where I am going. Note: On print survey, each of the parkade selections was numbered in order of preference: 1. Broughton Street Parkade 2. View Street Parkade 3. Centennial Square Parkade 4. Bastion Square (Yates) Parkade 5. Johnson Street Parkade	5/6/2014 10:07 AM
5	Nearest to home.	5/6/2014 9:49 AM
6	My family will no longer use City parkades because of damage and thefts previously experienced. We have lost confidence in the management of the facilities. (Noted next to Q19 on print survey.)	5/6/2014 9:44 AM
7	Close to businesses that I visit.	5/6/2014 9:30 AM
8	Not often but seems the one I know.	5/6/2014 9:25 AM
9	Close to stores I visit	5/6/2014 9:20 AM

## Parking Survey

10	Centennial close to my work (should I choose to drive) View St - central location for shopping	5/6/2014 9:15 AM
11	Closest to the places I go.	5/6/2014 9:09 AM
12	If I have no choice but to park in a parkade, I prefer the location of the Bastion Square parkade.	5/3/2014 9:09 PM
13	City business	5/3/2014 9:24 AM
14	Entertainment spots are close by.	5/3/2014 9:19 AM
15	Closest to my place to go	5/2/2014 10:53 PM
16	Area I can't find parking the most	5/2/2014 10:39 PM
17	i don't use them. the access to them is very difficult.	5/2/2014 10:02 PM
18	Near the library and doesn't require lots of time turning round and round.	5/2/2014 7:32 PM
19	If I am parking in that area of downtown (Old town I guess) on a Friday night, it is convenient.	5/2/2014 7:20 PM
20	convenient	5/2/2014 5:37 PM
21	I don't use these parkades. But I do use the Robbins parkade at the Bay Centre. There seems to be no reluctance on the part of the public to use it. Why are the public parkades different in this regard?	5/2/2014 4:12 PM
22	Because it is close to most of the businesses I frequent.	5/2/2014 2:42 PM
23	Location	5/2/2014 1:18 PM
24	Location	5/2/2014 12:50 PM
25	I can visit the a larger amount of business I want to support in the surrounding areas of these locations	5/2/2014 11:32 AM
26	I park on 1020 wharf street for \$8.50/day	5/2/2014 11:25 AM
27	Convenience.	5/2/2014 11:04 AM
28	Cheaper. Broughton street cost is ridiculous	5/2/2014 10:39 AM
29	Proximity to where I need to go.	5/2/2014 10:25 AM
30	I tend to not use City parkades and use Robins as they are cheaper and have better service	5/2/2014 10:24 AM
31	Close to my main destinations. But then they are all close. Downtown is small and walkable. Easy to get around. Too many people forget that - think they need to park right next to their place of work or shopping destination.	5/2/2014 10:18 AM
32	I will not answer this on an individual site as you have already increased parkade parking costs and I would hate to see you further increase rates based on site usage.	5/2/2014 9:56 AM
33	location	5/2/2014 9:23 AM
34	Bastion Square is subject to horrible traffic jams - I won't use it. Johnson Street just gives me the willies and I can't explain why. Avoid at all costs. Broughton was very convenient to an earlier employer but is easy to navigate and usually has spaces. Centennial is easy to navigate and close to my current work View Street is huge and close to everything.	5/2/2014 9:22 AM
35	Closest to where I usually go.	5/2/2014 9:19 AM
36	Location in proximity to what I am doing. Also, price.	5/2/2014 8:57 AM
37	Convenience to work or dining.	5/2/2014 8:55 AM
38	This is mostly central to my places of business and recreation.	5/2/2014 7:50 AM
39	It's the closest to the stores and services that I patronize.	5/2/2014 7:46 AM
40	there milde of down town and easy to get around from there	5/2/2014 7:25 AM
41	Convenience	5/2/2014 6:40 AM
42	Close to where I work and where the mall and food is.	5/2/2014 4:52 AM
43	I don't	5/2/2014 2:36 AM

## Parking Survey

44	convenience and price	5/2/2014 12:47 AM
45	Proximity to work	5/1/2014 11:13 PM
46	Close to where I'm going.	5/1/2014 10:55 PM
47	Clean and well lit	5/1/2014 10:40 PM
48	best price	5/1/2014 10:06 PM
49	Safe, location, not too big	5/1/2014 10:00 PM
50	bastion square is very convenient and close to a lot of good shopping.	5/1/2014 9:58 PM
51	none most of the time they are height restricted	5/1/2014 8:59 PM
52	Close to destination	5/1/2014 8:09 PM
53	Close to where I need to go (Fort st or Yates). Easy to navigate through it. Minimal smells and 'dark corners'.	5/1/2014 6:40 PM
54	Business validated parking for first hour	5/1/2014 6:35 PM
55	If i can't find a metered spot, then I will park in a parkade and it just so happens that the broughton and yates st. one's are closest to where I'm headed.	5/1/2014 6:22 PM
56	When I have to use one, it's only View street.	5/1/2014 6:16 PM
57	I try not to park in any of them- but "none" was not an option.. But I am familiar with View St and it seems more central. I used to park in London Drugs parkade until I found needles and a homeless man there. That was the last time I've ever used a parkade.	5/1/2014 6:16 PM
58	Convenient and 1st hour is free and it is the only downtown parking I know of that has Mother/Child/Baby parking	5/1/2014 5:58 PM
59	Proximity to work	5/1/2014 4:00 PM
60	They are close to where I'm going at the time.	5/1/2014 3:42 PM
61	Most convenient to the locations I'm using a vehicle to get to.	5/1/2014 3:42 PM
62	Unlimited time. Not having to worry about the on street 90 minute timeline which inhibits spontaneity.... Can't go too far if you have to change your meter.	5/1/2014 3:39 PM
63	Close to events and shopping	5/1/2014 3:34 PM
64	bastion closer to the Bay Centennial closer to City Hall	5/1/2014 2:34 PM
65	Central to where I'm going.	5/1/2014 2:19 PM
66	closer to the waterfront	5/1/2014 1:57 PM
67	Closest to destination, easy access.	5/1/2014 1:41 PM
68	I choose View Street Parkade because it is convenient to the CIBC building where I work and when leaving at night I feel safe and secure there.	5/1/2014 1:40 PM
69	Proximity to the businesses I deal with.	5/1/2014 1:37 PM
70	This parkade is closest to my business and has ample, half-price motorcycle parking.	5/1/2014 1:30 PM
71	PLEASE SEE COMMENTS IN # 23 - I have not filled in other areas because I have already submitted a fully completed survey	5/1/2014 1:24 PM
72	When I didn't live so close to town I'd always only park here. Other parkades sometimes have confusing payment/ticket systems or are hard to navigate or park in. Often a human in the yates st. parkade at night so no fussing with the machine. I never had trouble but the massive line of cars all totally unable to deal with a simple coin slot sure slowed things down. I think some signs near the exit to parkades that explain how the machine works and to make sure you have some coins and your ticket ready would go a long way. So many people drive up, spend a few moments reading the instructions on the machine, then fumble for coins, fumble to find their card, and then a few min later the security guard finally has to come over and help them. While this is going on no one behind that person clues in and the next person repeats the same process creating a huge jam when trying to get out.	5/1/2014 1:00 PM

## Parking Survey

73	Close to work / shipping.	5/1/2014 12:52 PM
74	easy to park and close to everything	5/1/2014 12:48 PM
75	Close to Blanshard (how I come into town).	5/1/2014 12:45 PM
76	In the downtown core, close to what I need.	5/1/2014 11:41 AM
77	Location.	5/1/2014 11:30 AM
78	Central	5/1/2014 10:08 AM
79	Proximity.	5/1/2014 10:05 AM
80	I usually park at the View St Parkade because of its location, and ease of navigation. I rarely park at the Johnson St Parkade, mostly because it's location is not as welcoming as View St. The Yates St Parkade is just awful and I avoid it like the plague. It's too narrow and far too busy.	5/1/2014 9:26 AM
81	They are closest to the restaurants I go to most often.	5/1/2014 8:30 AM
82	They are closest to the restaurants I go to most often.	5/1/2014 8:30 AM
83	Close to where I need to go. One hour free parking provided by some businesses.	5/1/2014 1:24 AM
84	Leading question, sorry. See above, where it says I don't use parkades, and why. And see the next question while you're at it.	4/30/2014 10:55 PM
85	Convenient location. Familiar.	4/30/2014 9:24 PM
86	Closest to where I go	4/30/2014 9:04 PM
87	Yates parkade is the best of the Downtown parkades because it is well-integrated with the places and businesses that bring me Downtown. View and Broughton are my second choice for location.	4/30/2014 8:37 PM
88	Closest to where im going, usually space is available.	4/30/2014 7:46 PM
89	Close to where I am usually going. Rates not extremely high. Usually spots available.	4/30/2014 6:23 PM
90	I rarely park at parkades.	4/30/2014 3:02 PM
91	Close to my destination, central	4/30/2014 2:30 PM
92	convenience proximity Centennial Square seems full at times	4/30/2014 2:18 PM
93	Proximity to my regular visited locations	4/30/2014 2:18 PM
94	proximity	4/30/2014 10:45 AM
95	Easy to get into and out of, close to the stores I go to.	4/30/2014 10:18 AM
96	Ease of location to enter/exit downtown.	4/30/2014 9:53 AM
97	close to work	4/30/2014 9:07 AM
98	close to work, close to shopping	4/30/2014 8:15 AM
99	i do not like parkades	4/30/2014 7:44 AM
100	Convenient ingress/egress and close to where I shop.	4/30/2014 12:39 AM
101	Closest to areas I frequent.	4/29/2014 10:26 PM
102	Conveniently located	4/29/2014 9:13 PM
103	Central, walking distance to many destinations	4/29/2014 8:18 PM
104	Proximity to my destination on that particular day	4/29/2014 8:09 PM
105	closest to my destination	4/29/2014 3:30 PM
106	Convenient, fairly safe location.	4/29/2014 12:16 PM
107	Closest to my business	4/29/2014 9:17 AM
108	Closest to where I need to go.	4/29/2014 8:21 AM
109	Familiar with; convenient to appointments and shopping areas	4/29/2014 8:12 AM

## Parking Survey

110	Close to where I need to be.	4/29/2014 7:45 AM
111	They are near where I'm going.	4/29/2014 7:27 AM
112	Broughton is convenient to the centre of the city and all the places I visit, shop, eat and drink; walking is an important part of the downtown experience. Centennial is chosen when attending nearby cultural events at that end of town.	4/28/2014 10:19 PM
113	More familiar, friendly staff at View and Yates. Dislike Johnson St parkade. Had a terrible experience with a security guard there when I was on crutches after an injury.	4/28/2014 10:06 PM
114	Proximity to destination	4/28/2014 9:51 PM
115	location	4/28/2014 9:25 PM
116	Closest to areas downtown I frequent the most.	4/28/2014 8:26 PM
117	Convenient	4/28/2014 5:54 PM
118	Only one with 7ft clearance!	4/28/2014 5:36 PM
119	I can't find other parkades.	4/28/2014 5:03 PM
120	Location	4/28/2014 5:00 PM
121	it smells the LEAST of urine...it still smells really bad, but it is the least smelly	4/28/2014 4:41 PM
122	Close to a restaurant we frequent.	4/28/2014 4:28 PM
123	fell a bit less unsafe there.	4/28/2014 4:14 PM
124	Yates parkade is close to my friends house / most shopping. Johnson parkade is close to the movie theatre.	4/28/2014 2:03 PM
125	Convenient to my office and it has security people working there is I need assistance.	4/28/2014 11:45 AM
126	Familiar with them and they are close to my typical destinations.	4/28/2014 6:44 AM
127	Location to work and/or shopping.	4/27/2014 8:25 PM
128	central to where i go.	4/27/2014 8:24 PM
129	Close to work. Convenient to other destinations. Wide parking stalls.	4/27/2014 5:23 PM
130	closest to where I work	4/27/2014 4:58 PM
131	none of them	4/27/2014 3:45 PM
132	closest to my work	4/27/2014 2:26 PM
133	Closeness to what I need to do downtown.	4/27/2014 11:51 AM
134	Brightly lit, manned with staff. Best locations	4/27/2014 10:38 AM
135	Desperation - having a tight time frame to meet up with a colleague or family member for a meal, work lunch- can't find on street space , fear being ticketed, have to resort to my least preferred parking option- use parkade cautiously and am always vigilant for those using drugs, those looking to hustle and those looking to steal	4/27/2014 9:25 AM
136	Close to work and gym	4/27/2014 8:28 AM
137	I do not use it often but it's next to impossible to find a street parking spot when going to the Royal Theater on a performance night.	4/27/2014 8:01 AM
138	Convenience	4/26/2014 11:01 PM
139	Near offices that I will be visiting. Centennial Square parkade usually has spaces and doesn't take as long to get to the top to find a space - or to leave.	4/26/2014 9:14 PM
140	Proximity to Bay Centre, Government Street, Mcpherson Playhouse, City Hall	4/26/2014 9:07 PM
141	Best locations and generally feel the safest / least likely to come back to a broken window.	4/26/2014 6:31 PM
142	Hard to find parking on the street. Pain in the rear! I will visit business that has avail parking first before I go downtown for that reason. And the reason I will check a few times per year on # 17 is due to that hassle.	4/26/2014 6:26 PM



## Parking Survey

143	Proximity	4/26/2014 5:49 PM
144	Close to where I want to go	4/26/2014 5:13 PM
145	Proximity to my end destinations	4/26/2014 4:41 PM
146	Location	4/26/2014 4:23 PM
147	Yates is quite central. Johnson street is beside a friend's residence.	4/26/2014 4:22 PM
148	Convenience	4/26/2014 3:51 PM
149	They are closest to the amenities I use most often.	4/26/2014 3:28 PM
150	Centrally located, cheaper than the awful Robins' parking lots.	4/26/2014 3:17 PM
151	locations of parkades	4/26/2014 3:00 PM
152	Proximity of location to destination.	4/26/2014 2:47 PM
153	Close to my work. Can normally find a spot.	4/26/2014 2:29 PM
154	Close to most shops I want to go to.	4/26/2014 2:11 PM
155	Yates because it is central, and Johnson St because it is closest to work.	4/26/2014 1:21 PM
156	Close to work	4/26/2014 12:55 PM
157	Close to where I need to be and availability of parking spots.	4/26/2014 12:38 PM
158	Close to the places I frequent	4/26/2014 12:17 PM
159	Close to where I want to go.	4/26/2014 12:01 PM
160	Because they're there.	4/26/2014 11:46 AM
161	Yates street parkade is the most central to my activities.	4/26/2014 11:40 AM
162	None, do not like parkades	4/26/2014 7:56 AM
163	Centrally located close to downtown stores and inner harbour.	4/25/2014 10:14 PM
164	convenience	4/25/2014 9:46 PM
165	Close to my business.	4/25/2014 8:57 PM
166	Most convenient for me. Johnson St. is scary and the pay system was confusing when I used it in the past.	4/25/2014 8:35 PM
167	Near my dentist , the Bay, Murchies.	4/25/2014 8:33 PM
168	More central location in town	4/25/2014 7:22 PM
169	convenience	4/25/2014 7:03 PM
170	Convenience mainly	4/25/2014 7:02 PM
171	If I can't find street parking after a reasonable time frame i have no choice but to use the parkade. Also the View St Parkade is the most convenient for businesses I visit, and is central.	4/25/2014 6:10 PM
172	Closest to my activities	4/25/2014 5:48 PM
173	I shop and browse in the area or attend performances at the Royal.	4/25/2014 5:33 PM
174	Bastion and Centennial Square for proximity to Government St. Broughton is generally the easiest to get in and out. Favorite for east of Douglas	4/25/2014 5:22 PM
175	Convience	4/25/2014 5:21 PM
176	Proximity to destination	4/25/2014 5:15 PM
177	Yates is near my work, View street is close to banks, record store, book store, restaurants and they take 1 hour free tickets. I hate the Johnson st exit plan and they don't take 1 hour free tickets.	4/25/2014 4:07 PM
178	Centennial is near where I frequently have meetings, Yates is near shopping/dinner spot. Johnson and View (especially Johnson) are really difficult to access because of the one-way street system and left-turn restrictions.	4/25/2014 3:21 PM

## Parking Survey

179	Familiarity.	4/25/2014 3:05 PM
180	Because it is close to the downtown core / close to the waterfront.	4/25/2014 2:56 PM
181	Location	4/25/2014 2:28 PM
182	Central location.	4/25/2014 2:17 PM
183	Location is nearest to my stores I shop at.	4/25/2014 2:16 PM
184	Closest to the locations where I need to go and usually has spaces.	4/25/2014 2:16 PM
185	Close to shopping	4/25/2014 11:54 AM
186	most convenient for the shops and events I attend	4/25/2014 11:36 AM
187	Closest to what I want to do downtown	4/25/2014 11:26 AM
188	Close to work and the library.	4/25/2014 10:18 AM
189	Close to work, seem safe.	4/25/2014 9:54 AM
190	Closest to where I am going	4/25/2014 9:44 AM
191	Generally they are most convenient to where I am going.	4/25/2014 9:34 AM
192	Because I know where they are and the locations are convenient.	4/25/2014 9:27 AM
193	I do not choose to park here, I choose this one because it has proven to be the least urine soaked of the bunch. If you target the customers of downtown business for extortionate parking fees, you need to provide a service that somewhat justifies the expense. If you do not, then you will successfully drive potential customers away from your ratepayers. This is the case with our family and your efforts to make the downtown experience as negative as possible, will have generational repercussions.	4/25/2014 9:20 AM
194	Familiarity. Ease of entering and exiting the Parkade.	4/25/2014 9:14 AM
195	Closer to shopping centre.	4/24/2014 9:11 PM
196	Usually close to where I intend to shop or dine	4/24/2014 8:59 PM
197	It is close to the stores I like to shop at.	4/24/2014 4:06 PM
198	It is the best located for where I tend to go downtown.	4/24/2014 3:54 PM
199	#1 - Location of the Yates St. #2 View St. and #3 Centennial as space is usually available	4/24/2014 2:18 PM
200	close to work and areas we like to shop/eat	4/24/2014 1:21 PM
201	Proximity to my bank and to central downtown stores.	4/24/2014 12:56 PM
202	It is paid for by my partner. It is a well tended parkade.	4/24/2014 12:01 PM
203	Bastion Square because it is close to the restaurants we come downtown for. View Street parkade when I come downtown to shop because it is convenient coming into town and leaving town.	4/24/2014 10:00 AM
204	Central location, connected to the mall	4/24/2014 9:33 AM
205	Close to work... easy access	4/24/2014 9:24 AM
206	I do not park in parkades.	4/24/2014 8:17 AM
207	Most convenient for where I am visiting and has lots of visibility.	4/24/2014 7:02 AM
208	I think that they might be safer. I no longer use the Johnson St parkade because of the payment method, also it doesn't feel safe Also I can pay an attendant on my way out	4/23/2014 9:06 PM
209	Usually can find a spot; easy if going to the Macpherson. Use Broughton St when going to the ballet or the opera or other Royal Theatre events in the evening and there are lots of spots then whereas on street parking is very limited.	4/23/2014 8:48 PM
210	They are convenient to where I need to go.	4/23/2014 8:15 PM
211	Closer to shopping and restaurants and have a higher turnover so hence a greater chance of available parking spots. You should make the lower 2 floors of parkades 3 hour only (or something like that) to foster more shopping. Most spots in a parkade are taken by people who work downtown not shop.	4/23/2014 7:53 PM

## Parking Survey

212	Easy to pay	4/23/2014 7:50 PM
213	Usually have space. Others tend to be full based on my experience.	4/23/2014 7:46 PM
214	Close to shops	4/23/2014 7:00 PM
215	closest to where I go, most spots	4/23/2014 6:48 PM
216	Central	4/23/2014 6:38 PM
217	because there is no street parking available	4/23/2014 6:35 PM
218	Close to library and other places I go	4/23/2014 5:51 PM
219	close to stores i use	4/23/2014 5:46 PM
220	Bay Centre	4/23/2014 5:35 PM
221	closest to work closest al amenities;	4/23/2014 5:25 PM
222	It is the cleanest and feels the safest to us. Can always get a spot.	4/23/2014 4:43 PM
223	Closest to where I am conducting business.	4/23/2014 4:28 PM
224	Easy to get at!	4/23/2014 3:48 PM
225	Familiar with those.	4/23/2014 3:44 PM
226	Close to the doctor, and to restaurant	4/23/2014 3:36 PM
227	The Yates Street parkade is central to my downtown needs/responsibilities. However, I strongly believe that the parkade should NOT have open railings, as I have personally witnessed someone jumping off the side of the parkade, resulting in their death. This particular parkade needs construction before being promoted as an alternative to street parking.	4/23/2014 3:27 PM
228	Proximity to where I need to go	4/23/2014 3:04 PM
229	Convenience	4/23/2014 3:01 PM
230	Closest to where I am going.	4/23/2014 2:51 PM
231	I refuse to park in parkades. Not safe and smell like urine	4/23/2014 2:47 PM
232	Closest to my work.	4/23/2014 2:35 PM
233	Convenience to where I am going	4/23/2014 2:33 PM
234	It is close to where I shop.	4/23/2014 2:30 PM
235	Close to my work	4/23/2014 2:26 PM
236	It is behind my office	4/23/2014 1:56 PM
237	Feels safe.	4/23/2014 1:39 PM
238	Closest to the locations I usually am headed for & for the rare occasion I'm headed south, I prefer to not drive through the downtown core - small as it is, it is easier to navigate on foot.	4/23/2014 1:15 PM
239	Close to the activities I pursue	4/23/2014 12:59 PM
240	Proximity to work	4/23/2014 12:53 PM
241	Close to The Bay Centre, The Cobbler, Church (St. Andrew's) and restaurants (Pag's, etc.) that I frequent.	4/23/2014 12:46 PM
242	Don't use Parkades, not safe, dirty and expensive.	4/23/2014 12:24 PM
243	Nothing is available on the street and I have run out of time to go further afield.	4/23/2014 11:36 AM
244	None. Why was that not an option?	4/23/2014 11:14 AM
245	Convenience - close to where I'm going.	4/23/2014 10:58 AM
246	Safe clean and convenient. Attendant very polite.	4/23/2014 9:38 AM
247	Library drop off	4/23/2014 9:30 AM
248	Used for daytime appointments. Used for theatre parking if not able to find on street parking.	4/22/2014 4:30 PM

## Parking Survey

249	It's well located but more importantly well-lit and open. Usually with other people around so it feels safe.	4/22/2014 3:43 PM
250	The roads lead to them. They don't seem as scary. convenient to my work. I dunno really.	4/22/2014 1:33 PM
251	I know my truck will fit in the parkade (although it's close)	4/22/2014 12:13 PM
252	The View parkade is close to the kinds of places I frequent.	4/22/2014 9:21 AM
253	They are close to the places that I like to go, and I always see security guards walking around these parkades.	4/22/2014 9:07 AM
254	They feel the most open, and the smell is not as bad as others	4/21/2014 8:10 PM
255	It is the easiest for my business and to get in and out of. I don't Mind broughton street by don't like the stairwells in broughton street . You never know where you are going to come out.	4/21/2014 7:38 PM
256	Close to where I usually go.	4/21/2014 2:20 PM
257	When on street parking is full.	4/21/2014 12:19 PM
258	Closest to where I need to be, and find that I most often can locate an empty spot. Know the routine and the parkade, so I do not try to other locations.	4/21/2014 12:00 PM
259	I dont think I've seen a CITY parkade, all I've seen are privately owned ones such as the robbins nazi's	4/21/2014 11:51 AM
260	Most convenient for shopping which is my main reason to go downtown.	4/21/2014 11:50 AM
261	Good location.	4/21/2014 11:49 AM
262	Convenient to where I am going.	4/21/2014 10:46 AM
263	none - I refuse to use the parkades - they are too inconvenient and unpleasant	4/21/2014 10:07 AM
264	best location for me	4/21/2014 8:15 AM
265	I prefer this one because it's close to where I generally need to go. Also, compared to the only other parkade I've frequented in the past, the Yates St. Parkade, I prefer the View street design when exiting, as I found Yates had a lot of blind spots.	4/21/2014 8:10 AM
266	They are convenient for me when I go to town to the doctor's or for dining or shopping.	4/20/2014 2:59 PM
267	Not at all	4/20/2014 1:09 PM
268	Close to where I want to be. 'Feels' cleaner and safer.	4/20/2014 12:02 PM
269	I avoid them because the confusing rules that vary from each pay on way in on way out after before?	4/20/2014 11:48 AM
270	Convenience, proximity to destination	4/20/2014 10:14 AM
271	None dont use the parkade i go downtown 3 times a year less now the meters have ripped me off all three times you guys are crooks.	4/20/2014 9:00 AM
272	I don't park in these parkades.	4/20/2014 8:28 AM
273	I don't park in parkades	4/20/2014 8:25 AM
274	Close to where I'm going.	4/19/2014 11:33 PM
275	where I most shop	4/19/2014 10:07 PM
276	Convenient to where I'm going, and not as stinky and sketchy as the others.	4/19/2014 9:07 PM
277	close to work and library	4/19/2014 8:54 PM
278	Parked there once. Now I don't park in parkades.	4/19/2014 6:52 PM
279	Na	4/19/2014 5:55 PM
280	closer to where we are eating	4/19/2014 5:04 PM
281	Central location.	4/19/2014 4:19 PM
282	Usually close to my destination.	4/19/2014 2:20 PM

## Parking Survey

283	They're central to the places we usually go.	4/19/2014 1:18 PM
284	convenient location / always find a spot / sheltered from weather when loading/unloading car	4/19/2014 1:00 PM
285	Generally the most convenient in the CBD (Central Business District).	4/19/2014 11:02 AM
286	Most convenient locations for me. I have used the Johnson Street Parkade in the past but if I am alone I do not feel safe there.	4/19/2014 10:54 AM
287	Easier to enter and park – enough room.	4/19/2014 10:47 AM
288	convenient to destination	4/19/2014 10:13 AM
289	They are convenient to places I need to go downtown.	4/19/2014 9:58 AM
290	Not applicable.	4/19/2014 9:40 AM
291	Price and close to businesses that I frequent. But you need to clean them up. Broughton was not too bad with some improvements made a few years ago but it's not being maintained and is starting to get gross and dirty. View st is deplorable. A scary, filthy, stinky, dark hole of a parking lot, this site needs a major overhaul. Have commissionairs patrol the lots, would give people some sense of security. Don't like to be told that I'm responsible if my car is ransacked because I chose to park in your shit pit parkade. Take responsibility and use the \$\$\$\$ collected on parking to fix up the lots.	4/19/2014 9:40 AM
292	Close to where I want to be downtown.	4/19/2014 9:20 AM
293	Location	4/19/2014 8:24 AM
294	Location and ease of navigating the lot.	4/19/2014 7:44 AM
295	Closeness to where I am going.	4/19/2014 12:25 AM
296	closest to where I want to go.	4/18/2014 11:50 PM
297	It is safer and more convenient. For the other ends of town I park on the street.	4/18/2014 7:08 PM
298	Location to different parts of town.	4/18/2014 6:35 PM
299	Convenience.	4/18/2014 6:13 PM
300	DONT USE THEM	4/18/2014 3:50 PM
301	It's big and always has parking. Is closer to where I live. Central to the shops I want to visit. Love the cut through to Fort St.	4/18/2014 2:23 PM
302	Most centrally located. I often return items at the library and are usually able to stay within the 10 minutes that are free of charge, avoiding having to use a 1 hour free coupon.	4/18/2014 11:49 AM
303	convenient	4/18/2014 11:37 AM
304	I work in the library building and have a monthly parking pass.	4/18/2014 10:47 AM
305	Convenient location. Easy to get into. Can always find a spot.	4/18/2014 10:38 AM
306	Close to shopping	4/18/2014 10:19 AM
307	A cute Russian girl works there, and it is not automated.	4/18/2014 8:26 AM
308	The site is bright and open.	4/17/2014 10:00 PM
309	It is close to where I go	4/17/2014 9:56 PM
310	Proximity to work	4/17/2014 7:33 PM
311	Close to where my business takes me to.	4/17/2014 6:49 PM
312	I can usually get a spot	4/17/2014 5:59 PM
313	Location.	4/17/2014 5:39 PM
314	familiarity and convenience	4/17/2014 4:42 PM
315	Location	4/17/2014 4:36 PM
316	Close to work	4/17/2014 3:38 PM
317	Most familiar with these and convenient to my travel routes	4/17/2014 3:14 PM

## Parking Survey

318	Location I also park at the private parkade near the Bay Centre	4/17/2014 3:09 PM
319	It is close to where I want to go, and also feel that it's the safest/cleanest	4/17/2014 2:49 PM
320	Close to banking and businesses I deal with	4/17/2014 2:45 PM
321	I do not park in parkades.	4/17/2014 2:34 PM
322	location	4/17/2014 2:28 PM
323	Don't park at any City parkades	4/17/2014 2:21 PM
324	Doesn't seem to fill up as quickly.	4/17/2014 2:07 PM
325	None, I really dislike parking in the city parkades	4/17/2014 2:05 PM
326	close to my business meetings	4/17/2014 2:02 PM
327	I don't park in parkades	4/17/2014 1:43 PM
328	Proximity to work and to restaurants.	4/17/2014 1:05 PM
329	Convenience	4/17/2014 12:58 PM
330	Closest to where I had to go.	4/17/2014 12:54 PM
331	close to work	4/17/2014 12:54 PM
332	None. I park on the street.	4/17/2014 12:35 PM
333	They are usually the closest to where I am going in downtown	4/17/2014 11:43 AM
334	Closest to the places I visit.	4/17/2014 11:07 AM
335	Close to Cinema	4/17/2014 10:51 AM
336	Generally they are the most convenient locations for my uses.	4/17/2014 10:31 AM
337	Proximity to work if I need to drive.	4/17/2014 9:36 AM
338	convenience	4/17/2014 9:26 AM
339	Convenient and usually have available spots.	4/17/2014 9:26 AM
340	Convenience and usually only if can't find street parking or if going to be longer that 90 minutes.	4/17/2014 9:13 AM
341	Yates is close to shopping for weekends, View is reasonably priced and generally less full than Yates so I use it when I can spare the time to walk a bit further.	4/17/2014 9:10 AM
342	I do not use a parkade as I have a roof rack on the vehicle and am concerned about getting stuck in a parkade (which happened once in an underground parkade. I have not tried out the above ground parkades, as the previous experience put me off)	4/17/2014 8:31 AM
343	None	4/17/2014 8:08 AM
344	Easy, not always full.	4/17/2014 7:57 AM
345	Close to places I need to be.	4/17/2014 7:53 AM
346	Close to work	4/17/2014 7:15 AM
347	Location to services I use	4/17/2014 6:55 AM
348	close to where I want to go	4/17/2014 12:32 AM
349	Because I know where they are	4/16/2014 9:02 PM
350	I rarely park in a parkade	4/16/2014 8:42 PM
351	I know them...feel safe	4/16/2014 8:07 PM
352	Close to downtown and easy to access.	4/16/2014 5:38 PM
353	Habit.	4/16/2014 5:28 PM
354	Close to where I need to be	4/16/2014 5:24 PM
355	Near to an office I frequent for business.	4/16/2014 5:19 PM

## Parking Survey

356	close to destination	4/16/2014 5:19 PM
357	because street parking sucks in Victoria and this is the least headache causing option.	4/16/2014 5:05 PM
358	closest to work	4/16/2014 4:55 PM
359	That is where the carshare vehicles are parked.	4/16/2014 4:55 PM
360	closest to my destinations	4/16/2014 4:50 PM
361	Because it is central, but we only use it when absolutely necessary. Safety concerns for our person and property, as well as the high cost of paid parking. honestly, i couldn't even locate the others on a map and i've lived in the region 20 years.	4/16/2014 4:49 PM
362	relative location	4/16/2014 4:43 PM
363	Location to where I go and because it is not Robin's Parking. I also would rather give my parking dollars back to the city to contribute to the city I live in. I would love to see the city of Victoria buy all Robbin's parking lots.	4/16/2014 4:32 PM
364	Convenience & less likely to confront Bums	4/16/2014 4:31 PM
365	It's most convenient to where I need to be.	4/16/2014 4:30 PM
366	None of the above if I can help it - prefer the open parking on Pandora or Wharf. We use View St occasionally if we have meetings with clients in those towers nearby.	4/16/2014 4:29 PM
367	It is reasonable prices, and I always get a spot. Also central to where I need to go.	4/16/2014 4:18 PM
368	Convenient	4/16/2014 4:15 PM
369	convenience to stores	4/16/2014 4:13 PM
370	Close to my office, I pay for monthly parking service	4/16/2014 4:12 PM
371	Close to where I am going	4/16/2014 4:10 PM
372	Safer	4/16/2014 4:08 PM
373	Closest to the pubs and restaurants I like to visit.	4/16/2014 4:08 PM
374	close to be where I need to be	4/16/2014 4:06 PM
375	Most central to everything I chose to do downtown.	4/16/2014 4:02 PM
376	closest to my shopping and recreational activities	4/16/2014 3:45 PM
377	Cheapest parkades. Yates used to be cheapest, but they increased fares. Broughton is terrible.	4/16/2014 2:53 PM
378	location	4/16/2014 1:34 PM
379	I only ever park in a parkade when I am required to go to Douglas street for work. This parkade is closest to the building that I go to on Douglas.	4/16/2014 12:53 PM
380	Usually location and expected availability bring me to this parkade if I need one and can't find on-street parking.	4/16/2014 11:42 AM
381	Always a spot, and it's cheap.	4/16/2014 11:30 AM
382	Close to where I'm going.	4/16/2014 11:15 AM
383	It is usually quiet and lots of space available.	4/16/2014 9:51 AM
384	To go to the Hudson when there is no other parking around.	4/16/2014 7:51 AM
385	Closest to our work.	4/16/2014 7:37 AM
386	None! Won't ever park in a parkade due to safety and criminal reasons.	4/16/2014 6:09 AM
387	Convenient to destination	4/15/2014 11:12 PM
388	Convenience	4/15/2014 10:53 PM
389	proximity to my destination	4/15/2014 10:44 PM
390	most convenient	4/15/2014 10:15 PM

## Parking Survey

391	convenient location	4/15/2014 5:41 PM
392	They happen to be near businesses I like.	4/15/2014 5:33 PM
393	Close to where I need to go.	4/15/2014 4:25 PM
394	Central	4/15/2014 4:16 PM
395	Attached to my work building and is central to most things I do Downtown	4/15/2014 2:41 PM
396	The Yates parkade is near Ferris' Oyster Bar and the View parkade is near the Cobbler! Yay, food and shoes!	4/15/2014 2:40 PM
397	Close to work	4/15/2014 2:19 PM
398	proximity to work	4/15/2014 2:03 PM
399	I never choose parkades and only use them if I am desperate. See answer from above: I have experienced three car break-ins in different parkades downtown and now avoid them at all costs. Personal possessions were taken and the thieves were never caught because the parkades do not have cameras or any other security features.	4/15/2014 1:15 PM
400	Bastion is next to my work. Centennial is scary. Johnson Street is scary. View Street - I will only park there with a friend.	4/15/2014 1:03 PM
401	Close to work or other destination. Often too difficult to find street parking.	4/15/2014 1:00 PM
402	Close to work	4/15/2014 12:59 PM
403	Convenience	4/15/2014 12:55 PM
404	Close to where I do my business. And if it's full, there's street parking nearby.	4/15/2014 12:52 PM
405	Best location, for when I go downtown	4/15/2014 12:45 PM
406	Centrally located. There's usually a spot at the top even when it looks completely full.	4/15/2014 12:43 PM
407	Close to where shops, work, restaurants and movie theatre.	4/15/2014 12:40 PM
408	Close to the places we frequent.	4/15/2014 12:39 PM
409	Close to where I need to go.	4/15/2014 12:18 PM
410	Ease of access to the shops and restaurants I go to. View Street Parkade is really good as it normally isn't busy.	4/15/2014 11:45 AM
411	Convenience.	4/15/2014 11:18 AM
412	Convenience for the places I like to go.	4/15/2014 9:43 AM
413	Usually most convenient to where I'm going.	4/15/2014 9:29 AM
414	Most convenient to my destination.	4/14/2014 9:12 PM
415	These are the closest ones to my destination. If I need more than an hour and cannot find street parking I do use one of these parkades. I try to do my shopping away from Downtown Victoria!	4/14/2014 9:04 PM
416	Going to the McPherson Theatre Yates St Parkade Going to a business near the Broughton St Parkade Going to dinner	4/14/2014 7:46 PM
417	They are close to where I want to go.	4/14/2014 7:36 PM
418	N/A - they're too far from the businesses I frequent.	4/14/2014 7:35 PM
419	None of the above. My truck doesn't fit easily.	4/14/2014 7:26 PM
420	I rarely if ever use parkades.	4/14/2014 6:48 PM
421	CLOSE TO WHERE IM GOING	4/14/2014 6:17 PM
422	None	4/14/2014 6:14 PM
423	Closest to where I need to be.	4/14/2014 5:52 PM
424	Proximity to my destination.	4/14/2014 5:46 PM



## Parking Survey

425	Broughton and Centennial are close to the Theatres. View street close to some businesses I frequent.	4/14/2014 5:36 PM
426	I have a spot behind the View St parkade that I rent and I go thru that parkade many times a day.	4/14/2014 4:56 PM
427	Close to where I want to go. Also, their payment process is relatively straightforward. The payment options at the Figgard parkade are so confusing, it is impossible to know if you have done it correctly. I once had to drive down again on a Sunday because I didn't have enough correct coinage to pay for my ticket, there was no way to pay by credit card, and the attendant was gone for the night. Convenience = Big Zero. I apologize if this parkade isn't owned by the City. Bad parkade process tars all the parkades with the same brush, and gives the impression that it is just better to avoid them, unfortunately.	4/14/2014 4:52 PM
428	Close to most things that I need.	4/14/2014 4:49 PM
429	Close to my customer	4/14/2014 4:36 PM
430	It's close to the places I want to go to. I never park at the Johnson St. Parkade because I prefer to have a person there rather than have the fully automated.	4/14/2014 4:12 PM
431	Location.	4/14/2014 4:10 PM
432	Close to where I need to go	4/14/2014 4:04 PM
433	Proximity to my stop	4/14/2014 3:51 PM
434	Convenience and safety	4/14/2014 3:48 PM
435	I avoid parkades, but will use Broughton Street if needed.	4/14/2014 3:20 PM
436	close to where we are involved with activities	4/14/2014 3:17 PM
437	Closest locations to the parts of downtown I frequent the most. Will often park in parkades when travelling with disabled relatives and on-street disabled parking is full of if the parkade is closer to our travel destination.	4/14/2014 3:13 PM
438	Brought on for safety and convenience. Yates for convenience. I never park at Yates after hours. It takes too long to pay!	4/14/2014 3:12 PM
439	Close to work	4/14/2014 3:05 PM
440	Monthly parking pass for work	4/14/2014 3:02 PM
441	The most likely to find parking during the day and the lowest levels of crime and suicides that I know of.	4/14/2014 2:59 PM
442	Parkades are dirty and unsafe. I will not park in them with my children.	4/14/2014 2:03 PM
443	one hour free parking	4/14/2014 1:57 PM
444	Convenience to work/shopping	4/14/2014 1:34 PM
445	Most space, closest	4/14/2014 1:29 PM
446	I try not to use parkades because of the extra distance, stairs and safety.	4/14/2014 1:08 PM
447	location	4/14/2014 1:04 PM
448	Most centrally located	4/14/2014 1:00 PM
449	They are city parkades and located close to where I like to frequent.	4/14/2014 12:51 PM
450	On rare occasions when I do have to be downtown, I find this one central to most places I have to visit.	4/14/2014 12:36 PM
451	Easiest to get to and close to shopping and restaurants	4/14/2014 12:31 PM
452	closer to destinations	4/14/2014 12:19 PM
453	I park in Centennial during the weekdays for work. This is a great lot and the staff are nice and helpful. I have parked in the Johnson street parade, but have had issues with the ticket machine. Very hard to find a staff person to help.	4/14/2014 12:18 PM
454	Convenience, though I rarely use them.	4/14/2014 12:13 PM
455	None.	4/14/2014 11:35 AM

## Parking Survey

456	It's usually closest to where I'm going.	4/14/2014 11:29 AM
457	location	4/14/2014 10:33 AM
458	Closest to where I am going. Cleanest.	4/14/2014 10:17 AM
459	It's easy, inexpensive in the evening, convenient and when moving musical equipment to venues, wonderful with elevators and stairs.	4/14/2014 10:17 AM
460	Close to the library main branch. I volunteer there, so I get a 1 hour free ticket to use. Parkades are not my first choice of parking areas, since they are still not clean and are inconvenient to get out of, especially after a performance at the Royal in the evening. When I shop downtown I use on-street parking.	4/14/2014 9:43 AM
461	more central to where I want to be.	4/14/2014 9:30 AM
462	Location	4/14/2014 9:30 AM
463	Central location to where I need to go.	4/14/2014 9:16 AM
464	Familiarity	4/14/2014 8:50 AM
465	Close to the Royal theatre. Otherwise I park in the Bay Centre only when I have my disabled friend with me.	4/14/2014 6:50 AM
466	I park at the VCC, close to work	4/14/2014 6:16 AM
467	Convenience for the purpose I have gone downtown.	4/14/2014 6:15 AM
468	Location and space available	4/14/2014 2:06 AM
469	They are convenient and I can always find a parking spot.	4/14/2014 12:37 AM
470	None	4/14/2014 12:08 AM
471	convenience to restaurants	4/13/2014 11:50 PM
472	Closest to where I usually need to go to	4/13/2014 9:40 PM
473	closest to where I will be shopping	4/13/2014 9:15 PM
474	Close to where I'm going	4/13/2014 9:15 PM
475	location	4/13/2014 8:09 PM
476	I no not use Parkade parking. SAFETY ISSUE!	4/13/2014 7:50 PM
477	Relatively easy to get to given the direction I come downtown from.	4/13/2014 7:06 PM
478	It's located really conveniently.	4/13/2014 7:02 PM
479	They are close to where I need to be and I can usually find a free space.	4/13/2014 5:38 PM
480	View Street - best access, quickest in and out (and get to the centre of downtown without really driving through it) Bastion Square - decent access, good for accessing west downtown (Broad St to Wharf) Broughton St - decent access, good for accessing south downtown Johnson St parkade is a complete afterthought, totally inconvenient, I have used it once in 10 years. I will use Centennial Square on some occasions if needed (usually daytime only)	4/13/2014 4:19 PM
481	They are closest to where I am going. The Johnson Street one is so sketchy I avoid it at all costs. There are always homeless people hanging around there.	4/13/2014 4:07 PM
482	Convenience to where I needed to be at the time.	4/13/2014 2:43 PM
483	closest to places I'm going	4/13/2014 2:40 PM
484	No on street parking	4/13/2014 1:38 PM
485	I park there when there's no on-street parking available and because it's right across the street from my destination.	4/13/2014 1:20 PM
486	Proximity to the establishment I frequent. I normally choose the Johnson parkade because the method of payment (machine that requires not talking to anyone, or putting money in an envelope) is preferable.	4/13/2014 1:00 PM
487	None of them, all creepy.	4/13/2014 12:08 PM

## Parking Survey

488	close for banking and shopping. Great location	4/13/2014 11:56 AM
489	Closeness to intended location.	4/13/2014 11:43 AM
490	They are closest to my final destination(s), and convenient.	4/13/2014 10:20 AM
491	Location. I would never park in Johnson street parkade. Bad reputation.	4/13/2014 10:18 AM
492	Convenient to the businesses I want to visit.	4/13/2014 10:00 AM
493	If I have to go into a parkade I usually pick the Broughton. It is the least disgusting and creepy of them all.	4/13/2014 9:22 AM
494	Centennial square seems to have the best security. View st is closest to where I shop.	4/13/2014 8:51 AM
495	none	4/13/2014 8:29 AM
496	I have my own monthly spot downtown but in another location.	4/13/2014 8:29 AM
497	Closest to the places I am going to	4/13/2014 8:27 AM
498	I only park in a parkade a few times per year. Maybe once every few years at Centennial Square. I choose these ones because they're close to my destination and avoid circling the block more than 5 minutes.	4/13/2014 8:24 AM
499	None	4/13/2014 8:10 AM
500	I avoid parkades.	4/13/2014 7:54 AM
501	Convenience	4/13/2014 7:50 AM
502	Good locations.	4/13/2014 7:48 AM
503	If I owned a car I would never park in a parkade. They smell, are dark and dingy and I fear the creeps who hang out there. Police probably don't like going in there either.	4/13/2014 7:47 AM
504	Closest to business that I want visit	4/13/2014 7:45 AM
505	Go to library, but I have started to just go to Oak Bay instead because of the free parking. In fact, I have started to try to do most things including lunch and dinner in Oak Bay and not downtown because of the cost of parking. My ten dollar lunch becomes a thirteen dollar lunch downtown.	4/13/2014 7:45 AM
506	I will not park in Parkades.	4/13/2014 6:52 AM
507	Close to places of interest	4/13/2014 12:41 AM
508	Closest to places I visit	4/13/2014 12:29 AM
509	its close to where i need to go. The stairs stink like urine all the time .	4/12/2014 11:48 PM
510	I don't park in parkades	4/12/2014 11:42 PM
511	I park at several but do not know the names of the parkades.	4/12/2014 11:23 PM
512	It's usually the closest to where I need to go.	4/12/2014 11:08 PM
513	Convenience to my destination. I also park in the Robins lot on broughton.	4/12/2014 10:39 PM
514	I would use a parkade as a last resort.	4/12/2014 10:36 PM
515	Close to the office when I need to drive.	4/12/2014 10:08 PM
516	Familiar with them. Close to where I go.	4/12/2014 9:34 PM
517	Convenience and more availability.	4/12/2014 9:05 PM
518	I don't normally use parkades, maybe once a year for dental apt	4/12/2014 8:53 PM
519	They are reasonable priced and close to my destination.	4/12/2014 8:04 PM
520	Closest to the Bay Centre. Most central.	4/12/2014 7:16 PM
521	Convenience	4/12/2014 7:11 PM
522	Close to where I need to go.	4/12/2014 6:54 PM
523	I find them to be closer to where I shop or have appointments.	4/12/2014 6:50 PM

## Parking Survey

524	I don't park in parkades if I can find on-street parking. If I have to use one, I use the one nearest wherever I plan to be.	4/12/2014 6:39 PM
525	I won't use parkades	4/12/2014 6:28 PM
526	close to drs office and the dutch bakery mmmmmm	4/12/2014 6:00 PM
527	Location	4/12/2014 5:57 PM
528	Closest parkade to where I'm going.	4/12/2014 5:44 PM
529	They are closest to the areas I need to be	4/12/2014 4:28 PM
530	Because needing longer than 90 minutes at a curbside meter.	4/12/2014 4:07 PM
531	It's the brightest in terms of lighting. I hate Johnson. It's confusing to get around in and the exit is unnecessarily slow and confusing.	4/12/2014 4:01 PM
532	Convenience. But I rarely use them since I have a smart car. The smart car is a good example of how to make people "shift" to what is available. If bicycle parking was improved, I believe more people would use their bicycle downtown.	4/12/2014 3:52 PM
533	location	4/12/2014 3:13 PM
534	It's close to a Johnson St restaurant I sometimes visit.	4/12/2014 1:19 PM
535	convenient	4/12/2014 1:16 PM
536	Why so much emphases on Parkades? To most Parkades are not the issue and don't really care about them. If they were cheaper, free more often, had some type of special rate for Business owners and works I would care more about them and park in parkades more often.	4/12/2014 1:15 PM
537	satisfactory	4/12/2014 1:10 PM
538	I don't park in parkades	4/12/2014 12:50 PM
539	Safety.	4/12/2014 12:45 PM
540	I NEVER PARK IN PARKADES!!!!!!!!!!!!	4/12/2014 12:14 PM
541	These two parkades are usually the most convenient to the places I am going.	4/12/2014 12:12 PM
542	Close to stores I like if I have to park for a longer time period only	4/12/2014 11:50 AM
543	Central, cleanest (although odd smell in stairway). But I never use any parkade at night.	4/12/2014 11:33 AM
544	Convenience, close to shops I want to go to. Depends on where my destination is at the time.	4/12/2014 11:30 AM
545	During the day I am in a hurry usually and parking on the street downtown is next to impossible with construction buying up most of the parking spots.	4/12/2014 11:06 AM
546	Close to my Doctor	4/12/2014 10:51 AM
547	Location. I have had bad experiences in the past in the Johnson St parkade and the View St parkade so I avoid them. And the Centennial Square parkade smells like pee, so I avoid it, too. The library parkade is the best, but Yates is often more convenient.	4/12/2014 10:47 AM
548	Convenience	4/12/2014 10:39 AM
549	none of them	4/12/2014 10:32 AM
550	Closest to the venues I am using	4/12/2014 10:30 AM
551	They're often close to the areas that I'm intending to visit	4/12/2014 10:11 AM
552	Proximity to the businesses and service I generally patronize.	4/12/2014 10:09 AM
553	Proximity to where I typically shop	4/12/2014 10:03 AM
554	Handy location.	4/12/2014 10:00 AM
555	best chance of finding a spot	4/12/2014 9:58 AM
556	I do not use the parkades	4/12/2014 9:53 AM
557	Access good for my reason for being downtown on Sunday	4/12/2014 9:51 AM

## Parking Survey

558	None	4/12/2014 9:46 AM
559	Because it is close to the shops and convenient during the day. Difficult to get lower spots as usually have to go to the top couple of floors. Think people who have passes should use top floor and leave bottom for shoppers.	4/12/2014 9:46 AM
560	Safety, location, convenience. Wouldn't trust my car to Bastion Square - I like it too much	4/12/2014 9:45 AM
561	Location duh	4/12/2014 9:44 AM
562	Convenience.	4/12/2014 9:38 AM
563	Proximity to my destination	4/12/2014 9:32 AM
564	Habit, close to my preferred shopping areas.	4/12/2014 9:26 AM
565	Closest to required business - however, I seldom park downtown, as it is too expensive. Plus downtown is filthy and I am subject to panhandling at least once a block. I don't object to the poor; I do object to living in a society that is so cold and irresponsible that people (the largest percentage of whom are mentally ill) are forced into such horrific situations. Anyone who thinks that this is a lifestyle "choice", has clearly never been faced with it.	4/12/2014 9:25 AM
566	Good location. Central to everything.	4/12/2014 9:20 AM
567	Proximity to whatever I need to get done in town.	4/12/2014 9:18 AM
568	I cannot find on street parking	4/12/2014 9:14 AM
569	Proximity to destination.	4/12/2014 9:14 AM
570	Closest to shopping, dining and entertainment venues.	4/12/2014 9:08 AM
571	None of these. Only use non city parkades	4/12/2014 9:08 AM
572	Close to work, close to library	4/12/2014 9:07 AM
573	Proximity to my destinations	4/12/2014 9:07 AM
574	This parkade is a fine example of how to do it right. Highlighting its features and benefits would certainly increase its use. In many respects it is one of downtown's "best kept secrets". For instance, I always park on level P2. The easy access to the nine steps to the elevator are great. I get rewarded at "exit" time as it is a short route to the ticket station	4/12/2014 9:05 AM
575	None. I don't do parkades. I don't like the cramped driving spaces and being all alone in big empty buildings - more so at night.	4/12/2014 9:03 AM
576	Close to the office.	4/12/2014 8:59 AM
577	Most convenient location but hardest area to find street parking	4/12/2014 8:58 AM
578	Bastion is convenient for shopping/restaurants and is small/ busy enough not to feel creepy. Broughton is only used in daytime as it is large and less utilized after hours so is creepy and it is frustrating that you have to determine what you owe and put the exact payment in cash in an envelope in the night box. You should be able to pay by credit even after hours. If there were better after hours payment options this parkade would be better utilized after hours and wouldn't be creepy. Johnson is creepy and dirty so I won't use it.	4/12/2014 8:58 AM
579	proximity to spa I frequent and first hour voucher free parking voucher given by spa	4/12/2014 8:53 AM
580	Because they're close to Ferris's, Don Mee's for dim sum, Kim's, the bank, and Fort Street. It is getting much harder to find parking in the parkades on Yates, View, and Fisgard. They are often full, as of late. If you're planning on adding the machines and removing the humans, I'm completely against it. There is so little space in those parkades now, I can't see how you'd keep the humans and add the machine. The signage is good in the parkades, it's the machines that are hard for people.	4/12/2014 8:53 AM
581	Closest to the businesses I'm generally visiting.	4/12/2014 8:53 AM
582	Close to where I want to go	4/12/2014 8:53 AM
583	Work related (city employee)	4/12/2014 8:51 AM
584	Ease of access and direction of traffic flow. If I am driving downtown, Yates is usually the direction I am going and close(ish) to the places I frequent.	4/12/2014 8:50 AM

## Parking Survey

585	Location.	4/12/2014 8:45 AM
586	I do not recall the last time I was in a parkade.	4/12/2014 8:44 AM
587	Feels safest compared to the other ones	4/12/2014 8:37 AM
588	Central to my needs	4/12/2014 8:34 AM
589	Convenience	4/12/2014 8:32 AM
590	Convenience	4/12/2014 8:20 AM
591	Location is appropriate for what I'm doing at the time.	4/12/2014 8:10 AM
592	I choose not to use parkades, they are not safe for people or vehicles.	4/12/2014 8:00 AM
593	Convenience	4/12/2014 7:43 AM
594	close to Eatons centre, Johnson was by my hairdresser but she moved out of downtown so don't use that parkade anymore	4/12/2014 7:42 AM
595	always space. convenient.	4/12/2014 7:38 AM
596	Convenience	4/12/2014 7:38 AM
597	Best location	4/12/2014 7:37 AM
598	Cheaper, and central	4/12/2014 7:33 AM
599	Central location / safer feeling	4/12/2014 7:33 AM
600	I never use the Parkades. Almost every Crime Drama TV show indicates crimes occur in parkades. Fortunately, the criminals are usually shot or convicted within the one hour program. They rarely get off just paying a parking ticket.	4/12/2014 7:18 AM
601	Feels relatively safe during business hours.	4/12/2014 7:11 AM
602	They are in a better area of town and cleaner.	4/12/2014 7:05 AM
603	convenient	4/12/2014 7:03 AM
604	Close to where I need to go.	4/12/2014 6:24 AM
605	location	4/12/2014 4:29 AM
606	location	4/12/2014 2:39 AM
607	I like the locations of both. Mostly, I can always find a spot at the broughton st one without a hassle.	4/12/2014 2:32 AM
608	I only park in the parkade when it is free. It's usually easy to find a spot in this parkade, which is close to the shop I'm visiting.	4/12/2014 1:19 AM
609	Habit. And they are probably close to the services that I use most. I also have a sense that at one time they were cleaner and safer than the other parkades in the city... That may or may not be true anymore.	4/12/2014 1:08 AM
610	location to the businesses that I am visiting	4/12/2014 12:35 AM
611	I avoid parkades and do not want my wife parking in them for reasons of security.	4/12/2014 12:30 AM
612	The parkade is closest to the restaurants I frequent.	4/12/2014 12:01 AM
613	best location's	4/11/2014 11:56 PM
614	Close to where I was going. I might add this was several years ago.	4/11/2014 11:40 PM
615	Close to shopping	4/11/2014 10:57 PM
616	Close to destinations I frequent. Do not feel safe in Johnson or view st parkades. Will not go to centennial square especially at night.	4/11/2014 10:54 PM
617	We have parked at all of them, but View Street is usually closer to the businesses we want to shop at.	4/11/2014 10:42 PM
618	Convenience, if I'm not sure how long I'm going to be it saves getting a ticket	4/11/2014 10:20 PM
619	Location	4/11/2014 9:49 PM

## Parking Survey

620	they are close to where i want to go	4/11/2014 8:29 PM
621	The ones I know	4/11/2014 7:03 PM
622	None. These parkades are to tight for my Ram 3500 pickup.	4/11/2014 6:56 PM
623	Closest to shops I visit and harbour	4/11/2014 6:49 PM
624	Convenient	4/11/2014 6:46 PM
625	View - my favourite, but usually get stuck behind a slow person here. best location for shopping Johnson - this one is becoming more favourable because you prepay when you exit. I don't like the ramps though, feels a bit unsafe when going up. Yates - only during evenings, close to restaurants Broughton - only when I'm going to the library Centennial - rarely	4/11/2014 6:31 PM
626	Close to the services i need. Take 1 hour free tickets. Free on Sundays.	4/11/2014 6:08 PM
627	Close to my recreation activities	4/11/2014 5:08 PM
628	If street spaces are full. Closest to shopping.	4/11/2014 5:00 PM
629	Convenience	4/11/2014 4:50 PM
630	centrally located	4/11/2014 4:35 PM
631	Close to where I volunteer and the restaurants I frequent	4/11/2014 4:29 PM
632	They are close to the areas that I go to often and are central to other places I might want to go afterwards (coffee, snacks, etc.)	4/11/2014 4:21 PM
633	Access to where i want to go.	4/11/2014 4:20 PM
634	They are closest to where I am going downtown.	4/11/2014 4:19 PM
635	I won't get a ticket and have to deal with your fucking moronic employees	4/11/2014 3:58 PM
636	most convenient to locations I want. and also is cleaner and not as enclosed.	4/11/2014 3:58 PM
637	Location for Broughton and View street are the best for me. Yates is too crowded	4/11/2014 3:43 PM
638	They are close to where I want to shop	4/11/2014 3:37 PM
639	Close to everything. Friendly staff, no chance of getting a ticket	4/11/2014 3:18 PM
640	Location	4/11/2014 3:17 PM
641	proximity to the business I own	4/11/2014 3:16 PM
642	Location.	4/11/2014 3:11 PM
643	Closest to workplace.	4/11/2014 2:59 PM
644	Close to destination(s)	4/11/2014 2:57 PM
645	Location	4/11/2014 2:31 PM
646	Easy for me and where I'm heading, first hour frees are awesome.	4/11/2014 2:29 PM
647	I feel comfortable in them.	4/11/2014 1:53 PM
648	I'm most familiar with them since I am a monthly parker.	4/11/2014 1:38 PM
649	Proximity to destination	4/11/2014 1:25 PM
650	I use Robbins as much as possible.	4/11/2014 1:20 PM
651	Safe, always somebody around to ensure no burglars, and close to the areas I shop in. I have never used the JOhnson Street Parkade as it is unsafe and there hasn't been an attendant there for awhile. I prefer an attendant to take my money when coming out	4/11/2014 1:19 PM
652	Monthly Pass	4/11/2014 12:40 PM
653	It is the one I am most aware of, fairly central to the business I am going to for that visit	4/11/2014 12:34 PM
654	depends where I have appointments	4/11/2014 12:31 PM
655	NONE	4/11/2014 12:30 PM

## Parking Survey

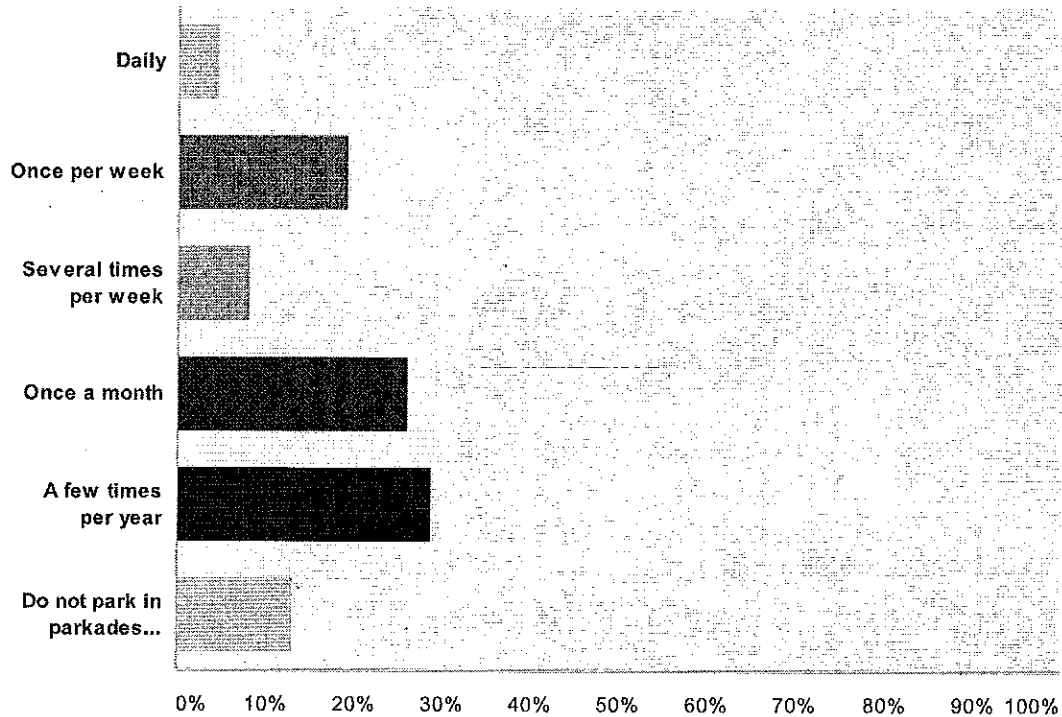
656	proximity to most ammenities downtown. I honestly prefer to walk into downtown most of the time to avoid the hassle of finding/paying for parking.	4/11/2014 12:21 PM
657	Convenience.	4/11/2014 12:18 PM
658	Closest to businesses I am dealing with.	4/11/2014 12:16 PM
659	Location to where I am usually going to.	4/11/2014 12:15 PM
660	Location and layout of the parkade	4/11/2014 12:13 PM
661	Close to venue.	4/11/2014 12:12 PM
662	Yates is close to where I work, and great for a lot of restaurants we go to in the evening.	4/11/2014 12:12 PM
663	close to Bay Centre	4/11/2014 12:10 PM
664	Usually when driving mobility impaired friends/relatives, it is the most centrally located	4/11/2014 12:09 PM
665	Close to the core of downtown	4/11/2014 12:04 PM
666	Convenience to theatres, shopping, restaurants etc.	4/11/2014 11:52 AM
667	I love them, fair prices, lots of choice, close to where I need to go	4/11/2014 11:42 AM
668	Proximity to where I will be going.	4/11/2014 11:26 AM
669	Never park in parkades	4/11/2014 11:14 AM
670	Close to theatre and restaurants.	4/11/2014 11:05 AM
671	also RAP - cheapest	4/11/2014 10:58 AM
672	close to my office I find Johnson Street Parakde VERY confusing. should be more payment machines on upper levels or a different way to pay to leave there. I wish Centennial was brighter in the parkade itself. The stairwells are good with the windows but the floors could be brighter and the staff could be much friendlier.	4/11/2014 10:38 AM



# Parking Survey

## Q17 Which of the following best describes how often you park at a City of Victoria parkade?

Answered: 1,046 Skipped: 10

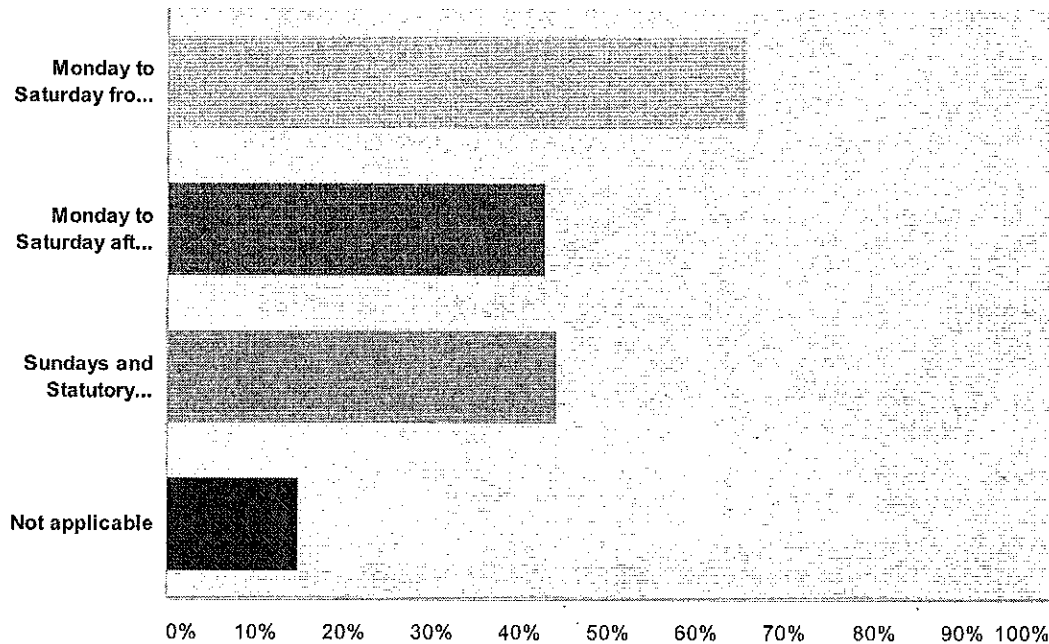


Answer Choices	Responses	
Daily	4.68%	49
Once per week	19.12%	200
Several times per week	8.13%	85
Once a month	26.00%	272
A few times per year	28.87%	302
Do not park in parkades downtown	13.19%	138
<b>Total</b>		<b>1,046</b>

# Parking Survey

## Q18 When parking in a City parkade, do you park: (Please check all that apply.)

Answered: 1,033 Skipped: 23



Answer Choices	Responses	
Monday to Saturday from 9 a.m. - 6 p.m.	65.44%	676
Monday to Saturday after 6 p.m. when parking is a flat rate of \$2	42.88%	443
Sundays and Statutory Holidays when parking is free	44.05%	455
Not applicable	14.81%	153
Total Respondents: 1,033		

# Parking Survey

**Q19 Please rate the City's parkades based on the characteristics below. (Please select one rating per characteristic.)**

Answered: 1,018 Skipped: 38

	Very Good	Good	Satisfactory	Poor	Don't Know	Total
Clean	8.97% 91	33.30% 338	33.60% 341	19.21% 195	4.93% 50	1,015
Well-lit	7.33% 74	31.88% 322	39.41% 398	16.24% 164	5.15% 52	1,010
Well-signed	8.61% 87	32.08% 324	39.60% 400	13.76% 139	5.94% 60	1,010
Good value	6.84% 69	20.81% 210	39.35% 397	26.86% 271	6.14% 62	1,009
Safe	6.40% 65	25.02% 254	34.29% 348	24.83% 252	9.46% 96	1,015
Available parking spaces	7.55% 76	28.20% 284	41.51% 418	16.68% 168	6.06% 61	1,007

# Parking Survey

**Q20 To increase the availability of on-street parking, encourage the public to park in City parkades, and improve customer service, the City is considering the following recommendations. Please indicate your level of support for each. A map of the proposed Downtown Parkade Zone is available at [www.victoria.ca/parking](http://www.victoria.ca/parking) as a reference.**

Answered: 1,047 Skipped: 9

	Strongly Support	Support	Neutral	Don't Support	Strongly Don't Support	Total
Variable hourly rates (from \$1.50 to \$3 an hour) for on-street parking with time limits ranging from 90 minutes to all day, depending on the area downtown. (Currently, on-street parking rates are fixed at \$2.50 an hour with a range of 20, 90 and 120-minute time limits.)	18.14% 187	29.87% 308	21.34% 220	15.81% 163	14.84% 153	1,031
Greater Victoria elected officials, who have been issued an on-street parking permit, to park in a City parkade when doing business in the Downtown Parkade Zone (e.g. within a three minute-walk of a City parkade).	39.19% 404	22.50% 232	18.82% 194	8.05% 83	11.45% 118	1,031
Offer the first hour free in all parkades.	69.47% 719	20.29% 210	6.57% 68	2.32% 24	1.35% 14	1,035
Offer free parking in City parkades 6 p.m. – 8 a.m. Monday to Saturday.	63.38% 656	21.26% 220	9.57% 99	3.67% 38	2.13% 22	1,035
Reduce and standardize parkade rates (reduce hourly rate of \$2.25 to \$2/hour and charge on 15 minute-intervals.	39.22% 404	33.50% 345	17.86% 184	4.85% 50	4.56% 47	1,030
Move monthly, long-term parkers to higher floors in City parkades to free up space on lower floors.	58.44% 606	21.50% 223	12.25% 127	4.15% 43	3.66% 38	1,037
Install parkade space counters at the entrance of each City parkade to show how many spaces are available.	52.31% 544	28.94% 301	13.27% 138	3.75% 39	1.73% 18	1,040
Offer more methods of payment in parkades. In addition to the current pay stations, introduce new "pay on foot" machines enabling you to pay for parking before returning to your vehicle to reduce wait-times at exit.	45.81% 475	27.97% 290	20.35% 211	3.86% 40	2.03% 21	1,037
Provide additional downtown venues to reload the City's on-street parking card.	30.26% 312	24.64% 254	39.19% 404	3.59% 37	2.33% 24	1,031
Improve way-finding signage in all parkades.	21.84% 225	26.50% 273	45.05% 464	4.37% 45	2.23% 23	1,030
In partnership with the Downtown Victoria Business Association, develop a new training program for all of parking staff and enforcement commissioners to improve customer service.	35.46% 367	28.70% 297	30.24% 313	3.77% 39	1.84% 19	1,035
Improve information about parking downtown online, in print, on-street and in parkades.	26.75% 275	31.81% 327	35.41% 364	3.89% 40	2.14% 22	1,028

## Parking Survey

### Q21 Do you have any additional ideas on how the City can encourage motorists to park in City parkades to free up higher-demand on-street parking spaces?

Answered: 494 Skipped: 562

#	Responses	Date
1	We could certainly use more downtown parkades. Maybe some really high ones like in Seattle would enable more people to park downtown. If we have some high ones we would not need as many and would leave a smaller footprint.	5/9/2014 1:13 PM
2	Pay phones. Guards who actually GUARD instead of just smoking. Give coupon to tourists on ferries?	5/6/2014 10:07 AM
3	Reduce rates to break-even levels to encourage downtown workers to use parkades. Provide full-time security guards to ensure structures are safe. Eject "homeless" and "drug dealers".	5/6/2014 9:44 AM
4	Focus on safety.	5/6/2014 9:30 AM
5	Cost less.	5/6/2014 9:09 AM
6	Charge more for street parking but eliminate double dipping at the street meters. If I punch in the parking space number then you should tell me there is 15 minutes (or whatever is remaining) and do you want to add time.	5/3/2014 9:24 AM
7	Free parking on street and parkades after 6, support Victoria businesses, listen to Victoria businesses. 2013 Ipsos Reid survey of downtown businesses results were significant, businesses view parking as the number one concern. Make downtown accessible and an attractive destination compared to other regions that have free parking.	5/2/2014 10:39 PM
8	Make them feel more inviting and safe.	5/2/2014 7:32 PM
9	Have a commissionaire style person available in summer to answer tourists questions, and perhaps tidy up if needed.	5/2/2014 7:20 PM
10	You can already get another meter and increase your time, so thanks for that. We would like the in option to increase time over the phone with a credit card. I would like customers to shop local & support independent business in the peripheral areas of the Victoria CBD more easily. i.e In the area of Fort & Cook & Meares & Rockland, we need to allow a 2 hour parking zone so that customers aren't rushing and will patronise more than one business at a time in that neighborhood. So many occasions I have heard from customers "I drive by your store all the time, but there was a parking space in front so I stopped finally" or "I would love to shop at your store but there's no parking available" Also our customers are getting ticketed so frequently along Fort between Quadra and Cook and on the 1000 block of Cook St that it makes it very stressful to conduct business and often impedes sales.	5/2/2014 5:37 PM
11	a) Increase the elected officials walk time from a parkade to 10 minutes. Let's get real! b) If you really want to revitalize downtown and induce people to shop here, make parkade parking free at all times. At the very least, provide the first two hours free.	5/2/2014 4:12 PM
12	Lower rates in parkades.	5/2/2014 3:49 PM
13	Make it free	5/2/2014 11:32 AM
14	Reduce monthly parking rates on further out parking lots, moves long-term parking out of the core. I park on 1020 wharf street for \$8.50/day, but have done cheaper parking in James Bay and walked into core for work.	5/2/2014 11:25 AM
15	offer the option of bulk parking passes at a reduced rate for people working in the downtown are part time. I've switched over to parking at the empress because they have an employee discount rate. something like that for smaller business in the area would be much appreciated.thanks.	5/2/2014 11:07 AM
16	Create alternate uses on top floors that would draw people - volleyball anyone?	5/2/2014 10:56 AM
17	Allow debit transactions	5/2/2014 10:39 AM

## Parking Survey

18	your hourly parkig rates are too high!!!!!!	5/2/2014 10:34 AM
19	Make the inside of the parkades brighter and more inviting. Parkades can be dark and scary and as a single woman, it can be a little scary to go into parkades alone.	5/2/2014 10:25 AM
20	lower prices significantly - 1 an hour or all day flat rates MUCH cheaper	5/2/2014 10:24 AM
21	The city should strongly consider sticking with the original staff recommendation - a higher differential between on-street price and parkade price. Victoria has more than enough parking - too much in fact. And it is cheap. There's free parking spaces available all around the edges of downtown - from Capital Iron out to Rockland/ChristChurch. Free and cheap parking generates more motor vehicle trips, and thus exacerbates the traffic, congestion and 'no parking space for me' problem that people complain about.	5/2/2014 10:18 AM
22	In light of the prohibition and increased enforcement on cigarette smoking in Victoria, there should be a long-term plan towards removing traffic from the downtown core as exhaust fumes are more prevalent and harmful than second-hand cigarette smoke.	5/2/2014 9:56 AM
23	encourage motorists to use public transit, walk or bicycle	5/2/2014 9:23 AM
24	Make parkades significantly cheaper.	5/2/2014 9:19 AM
25	If parkade parking was cheaper (particularly for short-term parking, but all day also), I would park in a parkade more often.	5/2/2014 8:57 AM
26	I think people just want a break sometimes. We are often rushed heading into downtown and sometimes lose track of time and there is nothing more discouraging than coming back to a parking ticket. I'm sure if you got more parking cards out to people and made it easy to re-load, you would have a better experience. I don't personally have a card, but would use one. Give some away on Facebook? Have free parking days.	5/2/2014 7:50 AM
27	Improve security	5/2/2014 7:12 AM
28	Signage on parking meters letting people know where the closest parked is and that it is cheaper to park there.	5/2/2014 6:04 AM
29	Reduced rate for cars who have more people in them	5/2/2014 4:52 AM
30	more security patrols inside parkades	5/2/2014 2:36 AM
31	OBVIOUSLY the city needs additional parking arcades perhaps built by the private sector. People will not park downtown and spend an extended time shopping, eating and using services with the current parking regulations	5/2/2014 12:47 AM
32	more security; cameras etc...not safe for women; older ones in particular afraid to use them	5/1/2014 10:06 PM
33	Post earthquake safety ratings and evacuation routes in case of earthquake. I don't park in parkade as often as they don't appear safe in case if earthquake.	5/1/2014 10:00 PM
34	There has to be a cost savings for people to park in parkades when onstreet parking is more convenient. I also wonder about whether safety is a concern for parkades that is a much stronger issue to overcome. On a separate note I think there is value in using some parkade space for 'high security' bike parking near an attendant. This would only take a few parking stalls but would provide a more secure location to park bikes. As a cyclist I may not stop in downtown if I have my 'good' bike or if I have insufficient locks. Nice to have the option in any case and would align with the City's sustainability objectives.	5/1/2014 9:58 PM
35	Bleach the stairwells and elevators and add CCTV in all areas.	5/1/2014 9:28 PM
36	Better faster elevators, cleaner	5/1/2014 7:01 PM
37	Preferred spots for carpoolers and discounted rates for car poolers (could be hard to implement/monitor. Licence plate readers for automated payment (like the Port Mann/Golden Ears Bridge. Beautification project.	5/1/2014 6:35 PM
38	I wouldn't use one anyway because generally it is too far away from where I need to go and I'm usually only there for a short time.	5/1/2014 6:16 PM
39	Make the big parking lots cheaper. I would be willing to park in one of those since it is open and in plain view.	5/1/2014 6:16 PM

## Parking Survey

40	Increase the price of on-street parking as they are premium spots but I would also like to see that you can add time to meters rather than 90 minutes. Sometimes appointments are longer than 90 minutes and you can't always leave to move your car...for example, hair dressers. I realize you want to free up street parking but just make it more expensive and let it be your choice if you want to pay that rate but can stay all day or if you don't want to pay a premium price, park in the parkade.	5/1/2014 4:52 PM
41	Evict the rubbies and homeless from the parkades, improve the lighting, clean up the disgusting urine smell, Speed up the elevators and bring the payment options into the nineteenth century (I assume the twenty-first is beyond hope).	5/1/2014 4:42 PM
42	rate differentials contract with car cleaning companies to offer their services at parkades	5/1/2014 4:00 PM
43	Although I think the parkades are clean, some minor renovations could make things a lot less ugly.	5/1/2014 3:42 PM
44	More security, better lit, safe walk programs	5/1/2014 3:39 PM
45	Dur, make it cheaper and make more of it!	5/1/2014 3:34 PM
46	I have a truck and cannot fit in many parkades. I would like to see longer amounts of time at on street parking meters.	5/1/2014 2:35 PM
47	lower substantially parking fees for the parking garages	5/1/2014 2:34 PM
48	Don't charge \$5 for the parking card; this is the first charge for a pre payment card that I've ever found. I've heard that the parkades smell like urine.....is this true or an urban myth?	5/1/2014 1:57 PM
49	I don't understand why you need to free up spaces on the street? For whom? I think the argument that businesses want turn-over in street parking is ridiculous. Shouldn't the residents of the city have access to good street parking? If you want me to shop and spend my money downtown, make it easy.	5/1/2014 1:54 PM
50	Certainly free in the evenings is incentive to park in parkades. But then comes safety. As a single woman, I do not want to go to a parkade alone in the evening, sometimes even during the day. I suppose you could offer security escort to your car in the evening. Alarm buttons, video cameras and increased security at night. Block off the higher floors in the evenings.	5/1/2014 1:39 PM
51	A lottery system where you have a chance of your parking being free when you go to pay! Make people feel like they won by parking in a parkade.	5/1/2014 1:37 PM
52	On demand fee structure. The price should change based on availability and time of day. More popular spots should charge more. This is prime real estate. I also think you should put a paint marker to denote the halfway mark between the on-street spots. A lot of people don't seem to understand there are two parking spots between each pole on the street. This can lead to a great deal of frustration when one car is occupying two spots.	5/1/2014 1:31 PM
53	lower rates in parkades is a good idea I love the first hour free program, we promote it to our customers and I think it's a great idea since I ride a motorcycle, my opinion is based on that. I think that having more incentives for people to use smaller vehicles/scooters/motorcycles is really important to fit more vehicles downtown. I and fellow motorcyclists would be thrilled if parking stalls were opened up to multiple bikes rather than wasting an entire stall on such a small vehicle.	5/1/2014 1:30 PM
54	PLEASE SEE COMMENTS IN # 23 - I have not filled in other areas because I have already submitted a fully completed survey	5/1/2014 1:24 PM
55	You guys really need to link the city parking cards with the parkades. Unify the system and use differing rates to encourage/discourage certain activities. I know a few people who use the parking cards and because of this they refuse to use parkades since the cards don't work there.	5/1/2014 1:00 PM
56	Please allow us to reload parking cards online and do away with the ridiculous logging off system! I also usually pay with a credit card and it drives me nuts that I have to sit there and press the green button a million times to add time to the meter. Why can't there be some multi-select options or a button that allows you to max it out (instead of having to get to the max time allowed by pressing the unresponsive keypad 50 times)? Seriously people - I'm 33 and I can't figure out your meters. My poor parents don't have a hope in hell and hardly come downtown as a result. Pay by phone parking (like in Vancouver) would be great too. I love it. So much more straightforward and you don't have to walk to / find a meter. The text notification that your parking is going to expire is great as well.	5/1/2014 12:52 PM
57	They are filthy and scary. The stair wells often smell like urine and I have seen people passed out. As a woman, I would definitely not park in a city parkade after dark.	5/1/2014 12:45 PM

## Parking Survey

58	Making the pay process easier. Lineups can be too long and pay methods frustrating (ie cash or visa only). Particularly after hours (after 6pm) when you have to fill envelope and pay with cash. Pay station for self pay would be great!!!	5/1/2014 11:41 AM
59	Get rid of the first hour free passes, and just give people the first hour free without necessitating finding a pass. The survey is unclear if this is what is meant by offering the first hour free in all parkades, considering you can get this with a pass. Wouldn't a "pay on foot" machine require two lanes at every parkade exit? Wondering how many parkades would need "renovations" for that.	5/1/2014 10:08 AM
60	Find a way to offer more breaks to daily (9-5) drivers, make more "short term" (under 90 min) spaces available at the lowest levels with quick and easy in/out payment procedures.	5/1/2014 10:05 AM
61	Extend the one hour free parking to include Robins parkades.	5/1/2014 9:54 AM
62	Make sure they are clean and work harder to get rid of the urine and mildew smells.	5/1/2014 9:26 AM
63	The exit time in the view st parkade is often terrible, it would be great if something could be done to improve this.	5/1/2014 8:30 AM
64	The exit time in the view st parkade is often terrible, it would be great if something could be done to improve this.	5/1/2014 8:30 AM
65	Encourage downtown businesses to provide 1 hour free parking cards. I know many merchants that don't do that. Encourage DT businesses to place a sign on their window/door that they provide 1 hour free parking.	5/1/2014 1:24 AM
66	Offer discounted monthly rates for downtown residents.	4/30/2014 10:55 PM
67	Improving connectivity and public realm around the parkades would make them feel cleaner and more accessible	4/30/2014 8:37 PM
68	Take debit at the counter as another payment method. Better lighting and cleanliness are BIG! Reduce rates in parkades.	4/30/2014 7:46 PM
69	make them safer, cheaper....	4/30/2014 3:02 PM
70	No	4/30/2014 2:30 PM
71	increase monthly parking allotment in parkades get rid of waitlists - will make \$\$	4/30/2014 2:18 PM
72	More security! And try and clean up the urine from the elevators/stairwells.	4/30/2014 2:18 PM
73	A century of economic theory and the natural experiments of cities such as San Francisco tell us if we want a more efficient allocation of parking, the most effective way to do that is through price incentives AND information. The San Fransisco model of dynamic (not merely tiered - as is proposed here) pay parking works so (relatively) well because it is so transparent (based on real demand, not guesswork - current prices range from \$7 in the financial district to \$1.50 in the Mission District) - and informative - the mapping feature, the mobile app, and lots of on-the-ground sensors that both detect parking levels in different parkades and digital signs to communicate that information in real-time to drivers on the road. A strategy based on an assumption that drivers will research and determine where they will park before they get downtown is a strategy doomed to failure. The information needs to be available through multiple channels for dynamic pricing to be effective in shifting behavior. Otherwise, people will simply park wherever is convenient and gripe about seeming arbitrary, punishing rate-hikes.	4/30/2014 9:50 AM
74	n/a	4/30/2014 8:15 AM
75	First, make the on-street parking as flexible and short term as possible. If parkade rates are charged in 15 minute intervals, then street parking should be as well. Second, get vehicles into the parkades without having to stop to get a ticket. MOST IMPORTANTLY - make more Wheelchair van only (not disabled permit holders, but vans ONLY) on-street parking spots; and make those spots available for 1/2 hour LONGER than car spots. It takes quite a while to load and unload a wheelchair van! I drive both a car and a wheelchair van, and I can tell you without any qualms that Victoria is not an accessible city when it comes to parking. There have been many times that we have returned home without attending the event or doing the shopping we wished to in Victoria simply because we couldn't find parking. This has not happened in Seattle or Portland or Las Vegas or Kamloops, or even in Langford.	4/30/2014 12:39 AM
76	Reduce the rate. Increase safety.	4/29/2014 10:26 PM



## Parking Survey

77	Have cheaper rates in parkades. Make parkade staircases safer - install mirrors so you can see around the corner. Clean parkade staircase more frequently - the smell of urine is awful at times. Use more hi-def surveillance systems	4/29/2014 8:09 PM
78	Quit charging anything for parking, and do something about all the crackheads downtown. Victoria's slipping big time!	4/29/2014 3:03 PM
79	Change the on-street parking to a 30 min max area which would increase people's ability to 'stop in' downtown to quickly pick something up. I think quick accessibility is one of the reasons people aren't going downtown anymore for their errands. If anyone requires more than 30 mins then they should go to a parkade.	4/29/2014 2:13 PM
80	Maximize safety so women in particular will consider a parkade. Security may have been increased but how visibly? Are there frequent irregular patrols? Consider panic buttons at strategic locations and cameras with large notices about surveillance.	4/29/2014 12:16 PM
81	I would guess making parkades cheaper than street parking, but they already are, correct? The problem is nobody wants to walk one step farther than they have to when they park downtown. Better maintenance of elevators and stairwells in parkades could possibly help make them more attractive? When I park in the bowels of the Broughton Street library parkade (because all the other spaces are used up, which means people are parking there) I sometimes wonder if this is a good place to get mugged because it isn't a high-traffic area. I have at least one friend who firmly believes parkades are unsafe.	4/29/2014 8:21 AM
82	Reduce cost of parking; easy!	4/29/2014 8:12 AM
83	I don't recognize a need to promote the parkades. They seem well used	4/28/2014 10:33 PM
84	Create greater awareness so there is a natural flow to the parkades as required. P.S. Do you ever wonder why there are so many spaces overall (parkades and street) available in the city? Answer: Because there is a flood of people living and shopping in the Western Comm. and Uptown has become the retail vacuum for the city of Victoria.	4/28/2014 10:19 PM
85	More security particularly at night. Strong urine smell in stairwells - needs to be cleaned and monitored.	4/28/2014 10:06 PM
86	Cleanliness. Everything always looks dirty and grimy. I personally won't physically touch any surface at a parade. ANY surface. Security. Monitored video surveillance with signs alerting people to the presence and that they are monitored.	4/28/2014 9:51 PM
87	I frequently use the Johnson street parade and get stuck at the exit because the machine doesn't register the paid ticket or there are people in front that don't understand the pre-paid system. I believe paying a person as you leave is much faster.	4/28/2014 6:41 PM
88	I drive a westfalia van. I require 7 feet of clearance. Only the View St parkade provides this. I would use parkades more if they weren't too low. My van is not out of the ordinary height-wise, I'm sure this affects others as well!	4/28/2014 5:36 PM
89	Clean and sanitise elevators periodically like many other cities	4/28/2014 5:00 PM
90	so you have already decided what to do and this survey is worthless??? Get bent you commie crooks!	4/28/2014 4:41 PM
91	Have senior sections in parkades on lower floors.	4/28/2014 4:14 PM
92	More bike racks	4/28/2014 3:45 PM
93	Explain the difference to the public between City Parkades and those run by the one or two major parking companies (Impark, Robbins). I have never been clear on which parkades are city run and could potentially be more affordable than those run by Robbins etc.	4/28/2014 2:36 PM
94	On-street parking is too cheap, and as a consequence finding a space is difficult. I rarely am able to find an on-street space, anytime I go downtown. Make it more expensive to get ~80-85% occupancy. Can parking cards be refilled online? If so that is great - cards should prominently feature text that says online refilling is easy (and maybe discounted?)	4/28/2014 6:44 AM
95	Make parkades more visually appealing and fix the payment / access systems.	4/27/2014 10:12 PM
96	Please read the above. To me a beautiful downtown area is car free.	4/27/2014 3:45 PM

## Parking Survey

97	With increased residential density downtown, and the reality that business hours are really over at 5, change the "paying" times to end at 5 pm vs 6. If you have the data available to look at how much revenue is earned in that one hour, then determine how best to offset that loss (and let's not shift that burden to increased parking ticket enforcement).	4/27/2014 11:51 AM
98	I think incentives such as the first hour free without the need of coupon would be a great start as well as promoting the monthly rate for individuals who park downtown for work.	4/27/2014 10:38 AM
99	There has to be an incentive to enable people to spend some time downtown- e.g 3 hour rates that are better than the hourly rate; have to increase sense of safety in the parkades and ease of use- if it felt safer I would use it if there was a \$10 loadable parking card I could use that would get me in and out easily (there may be this option already but because I avoid the parkades if at all possible I have not stayed current with options) and if by purchasing such a card for every \$10 purchased you got a free hour - feel you have to provide incentives - and mostly what I believe city has done to date is to deter drivers - and have created a whole bunch of folk who now find that they can do business and eat and shop in other places outside of the downtown. I am not a mall goer so I am not attracted to the big malls and the free parking- but I have found other neighbourhood local shopping areas that are more welcoming than the city downtown and with far less the aggravation about parking spaces, and being over time on the space with threat of ticket ANY minute , and not having to deal with aggressive pan handlers many times in one block or people sleeping on side walks, or the gloom of many For Lease commercial space. The city of victoria has been asleep at the wheel ( appropriate pun?) in grabbing revenue from parking tickets; hoping that there will be more bike users ( we ARE a family of scooter riders, bike riders- but when we want a family meal, getting together with friends, visitors to explore the harbour we want to use the car and travel together, same for lunch with work colleagues); more bus riders, walkers and that there will be an accepted tolerance for the hassle of parking downtown because of the city gem like location- this might have been the case a few years back- but I think you have killed the golden goose - no more tolerance for over enforcement, high cost, dark dank parkades - alternatives outside the city core have been found for shopping and restaurants and one can enjoy the gem of the harbour by being on the Vic West, esquimalt and james bay sides of it and avoiding downtown all together.	4/27/2014 9:25 AM
100	The parking is very congested on Thurs and Friday nights which is surprising considering that most people are probably drinking alcohol. Advertising and providing incentives to bus downtown might relieve some of this congestion.	4/27/2014 8:28 AM
101	Lower rates. Special rates for long term use paid in advance (for businessmen).	4/26/2014 11:01 PM
102	I really like the free one hour parking idea. So often I forget to pick up a ticket at a local business. I often park in the free 2 hour parking (north of Herald St) because I don't like to pay for parking - so my cheapness would encourage me to use parkade more. Maybe having a lotto - during a higher demand time - as you are leaving the parkade - every 100th person gets a second hour free/discount. That promotes good will and repeat customers.	4/26/2014 9:14 PM
103	Why don't you quit fixing what isn't broken. Like the garbage collection?	4/26/2014 6:45 PM
104	add another parkade on warf.	4/26/2014 6:26 PM
105	Folks shouldnt be bringing there cars into the heart of downtown. If they are bringing their cars downtown, they should be incentivized to keep the cars in the parkades. Densely urban areas should be used by the community, not by cars.	4/26/2014 5:29 PM
106	I support the creation of a financial incentive to get people using parkades.	4/26/2014 4:39 PM
107	The ideas supported above, are all good ones.	4/26/2014 3:57 PM
108	I often use commercial parking zones while working in town. Smaller service trucks and pickup truck should not be allowed to park for hours when 5 ton or larger are forced to park elsewhere or illegally. Also, downtown residents who have vehicles should be offered affordable rental spaces in parkades to free up Street parking for people who need evening access (extending pay use is not an option)	4/26/2014 3:28 PM
109	Get rid of Robins lots, if at all possible. Flat parking lots are (a) an eyesore and (b) incredibly inefficient.	4/26/2014 3:17 PM
110	I would love to see the equivalent "permit parking only" for residents of downtown. As a resident of the downtown core, i am constantly frustrated with not being able to park outside my apartment even momentarily without paying \$1 or more in parking fees.	4/26/2014 3:12 PM
111	Allow us to buy punch passes that give us cheaper parking. 10hrs for the price of 8hrs ect. Only works on upper floors! More security .	4/26/2014 2:29 PM

## Parking Survey

112	Significantly reduced rates. 25 cents doesn't make a big difference.	4/26/2014 2:18 PM
113	Do more to support bus use. Driving isn't something that should be encouraged or catered to. (That being said, I think the bus lane work on Douglas is probably going to help a bit. Better tax support for transit makes a lot more sense to me than than tax support for driving and parking.	4/26/2014 1:44 PM
114	Make it so you don't have to touch or grab any door handles on stairwells, and improve the smell! #urine!	4/26/2014 1:10 PM
115	it is great that lsmo is going to personally contact the two people who use the 1200 block Government street to park using the handicapped permit. At least one of them is physically capable and is abusing the system.	4/26/2014 12:55 PM
116	I think it is beneficial to show how many spots are actually available in parkades- people may be surprised. Lights, bright paint, and a sense that the parkades are cared for help ease people's concerns about safety. I think people also feel that to walk a few blocks will take a long time. I have seen maps that show a radius from spot x and how long it would take to walk to distance y. People often need to be reminded that it won't take as long as you think. It would be funny if you had pop-up free coffee or muffin giveaways for the morning parkade parkers and something similar for the evening. Reward the behaviour you're trying to encourage! All in all, I realize the goal is to also have people drive less. Maybe parkades can also have transit info or bike amenities so that they are more like transportation hubs than a smelly dark place to dump your car.	4/26/2014 12:17 PM
117	Clean them up and provide more security - visible video cameras, visible guards walking around (not just sitting in their booths). Consider gating them past a certain time. The problem is not the drivers driving in, it is the downtown people walking in.	4/26/2014 11:51 AM
118	Lower the rates & promote the parkades.	4/26/2014 11:46 AM
119	More security, better lighting	4/26/2014 11:38 AM
120	Start charging for parking on Sundays after 12pm and on Stat holidays. I'm not sure why these days are given as free when most shops and restaurants are open these days like all other days.	4/25/2014 10:14 PM
121	visible presence of more security, lower prices	4/25/2014 9:46 PM
122	the elevators are creepy and not safe for elders or women	4/25/2014 9:02 PM
123	Moving people parking on the street to parkades will only leave few to no spaces in the parkades, and lead to more frustration. First hour free is an excellent idea. I don't know how, but find ways to make them more comfortable/less scary to be in. Maybe let those commissionaires patrol the parkades for security rather than pouncing on expired and about to expire parking spots on the street.	4/25/2014 8:35 PM
124	Reduce cost; free parking on weekend. Offer 2 hour free when say at a dentist, doctor, appointments that take longer than an hour. If I'm shopping at the Bay then an hour free is reasonable, I have control of how long I will shop and be prepared to pay but when I have a medical appointment I have no control of how long I might wait. My only control is to change dentist to one with free parking.	4/25/2014 8:33 PM
125	Reduce the price to \$1/hr	4/25/2014 7:22 PM
126	On-street parking for no more than 1 hour in the downtown core	4/25/2014 7:03 PM
127	Make the parking card available and usable in city parkades. I would definitively use parkades more if that was available, also because I would only pay for the time I am actually parked, and not pay for any portion I did not use as is the case right now...	4/25/2014 7:02 PM
128	1. Lower rates than on-street 2. First 2 hours free 3. Free after 5PM and on Sundays/holidays 4. Clean them up 5. Better lighting/improved elevator service	4/25/2014 6:10 PM
129	It would provide comfort to those parking in the evening to have regular, visible patrols. Perhaps a bike patrol by security staff. I would pay a higher rate and would consider going downtown in the evenings to shop.	4/25/2014 5:33 PM
130	Repeat: Parkades take too long to get in and out of. Provide a discount for using upper (or lower for underground) floors of parkades. This should require some sort of verification system to ensure that some actually parked there for the duration on the time in the parkade. Any plan that is devised would need to be checked on how it can be scammed.	4/25/2014 5:22 PM
131	Implement a pay by phone system for parking lots to allow purchase of additional time without having to return to the parkade.	4/25/2014 5:19 PM

## Parking Survey

132	Raise on st parking rates and lower parkade rates. Have random free giveaways in the parkades. Identify carshare cars and give them half rate or free in the parkades.	4/25/2014 5:15 PM
133	As far as I can tell the parkades are full every day. The above ideas are good ones.	4/25/2014 4:07 PM
134	Make parkade parking space information available on mobile phones. I don't find parkades unsafe, but many people do. This needs to be addressed if we're to encourage parking in parkades after dark. Two things... 1. I think a lot of the fear of parkades is due to experiences from long ago or bad press over the years. Address this, encourage people to "try it". I believe parkades have gotten better, but many people don't realize it because they haven't been in one in a long time. 2. Make them really safe, go above and beyond. They are public spaces, do things that make them decent places to spend time (like a park, plaza). Certain parkades (Johnson, View) are difficult to access because of circulation patterns (one-ways, left-turn restrictions). Focus efforts on helping motorists navigate their way to these parkades in particular. Perhaps more signage, advertised price discounts, etc.	4/25/2014 3:21 PM
135	Free downtown zone for public transit with park and ride option so people don't need to drive downtown.	4/25/2014 3:05 PM
136	A lot of people in Victoria still think parkades are unsafe. Maybe providing better security in parkades, cameras etc would be a good idea.	4/25/2014 2:56 PM
137	First two hours free. Sometimes I want to go browse stores and end up not buying. I don't want to pay money to park and possibly not even buy a product. I would feel as if I paid money to waste time.	4/25/2014 2:16 PM
138	Have a parking card (similar to on-street on) for use in parkades that provides a discount for frequent users.	4/25/2014 2:16 PM
139	There should be at least one on street spot per block that is limited to 15min to allow for quick errands to downtown businesses. On street parking should be priced such that there is usually a free spot on the street (I'm thinking about the San Francisco model of tiered pricing).	4/25/2014 11:54 AM
140	The stairwells are creepy especially in the Broughton Street parkade and Johnson street. The View street and Bastion Square parkade stairs are better because there is some oversight with the windows. I have never used the "accompany me to my car" service. Not clear how or where you call the person to provide this service. What about cameras in the enclosed stairwells to increase a sense of safety... costly I know and really how effective. Definitely a problem for users of all types.	4/25/2014 11:36 AM
141	Instead of the vigorous street patrols, use those same officers to patrol the parkades for security. If people feel safe, and that their belongings will be safe in the parkade - they will use them. The city has such a bad reputation because of the parking police and policies. It must be that the city receives a high percentage of its revenue through parking tickets that this methodology is utilized.	4/25/2014 10:18 AM
142	Fire group of toll booth monkeys at Centennial and put in a automated machine that takes credit cards like Johnson.	4/25/2014 9:54 AM
143	\$1/hour rate	4/25/2014 9:44 AM
144	Keep practicing predatory based parking enforcement and you will encourage more people to continue to avoid downtown Victoria and it's business.	4/25/2014 9:20 AM
145	Make the first 3 - 4 hours cheaper, then up the rates. This would be to discourage all day parking. That might encourage workers in the downtown area to take the bus, opening up spaces for people who want to bring their business in to the downtown area.	4/25/2014 9:14 AM
146	Beyond pay on foot, have an app that I can pay directly from my phone and allow a scanner to scan the resulting QR code on my screen. Kind of like digital boarding passes at airports. Also, allow me to recharge my parking card online. If that is not possible, allow me to recharge it wherever I purchase dog licences.	4/25/2014 8:37 AM
147	Better value than other parking options as well better lighting and signage to the entrance of the parkade.	4/24/2014 2:18 PM
148	At the end of the day it always comes down to cost. Make it affordable and people will choose the cheaper option.	4/24/2014 1:21 PM
149	Above all, ensure that vandalism can't happen in parkades. Publicize what measures the city is taking. Add more parkade elevators, to make the higher floors less daunting. Make parkade fees MUCH lower than on-street meters, no more than half the cost.	4/24/2014 12:56 PM
150	Lower the cost!!!!	4/24/2014 12:01 PM
151	extend time allowed	4/24/2014 11:05 AM

## Parking Survey

152	City staff/officials should be provided with complementary bus tickets instead of free parking. As for the public, if you can prove that you bought something downtown or ate at a restaurant, the public should be given a free bus ticket in order to encourage people to use the bus rather than drive.	4/24/2014 10:23 AM
153	I really liked getting the Meter Fairy help the other day after mine expired. They gave me a free one hour parking pass to one of the parkades downtown. I think the DVBA initiative is a great idea. I don't know if it comes out of their personal pockets but I think the city, if it was possible (perhaps use the funds from all the unclaimed time on the meters) to provide the local businesses with a free parkade pass for a specified time that they could give to their regular customers. The construction work on the Johnson street bridge is a huge parking nightmare right now. The business surrounding that zone would probably appreciate something of that nature to encourage their business.	4/24/2014 10:00 AM
154	If you want people off the street you need to make parkade parking more economical and road parking more expensive. People will always look for the cheapest option.	4/24/2014 10:00 AM
155	Provide elected officials, appointees and staff with bus trip tickets or bus passes and not with personal parking spaces. Make enrollment with the Jack Bell rideshare online trip matching an automatic process for city employees as per their contract of employment. This only means their time of work, work email and locations are entered into the matching system to indicate other matches (other city workers etc). The larger the pool of people matched up the greater the chances of people opting for the next step of contacting their matches. Nobody would be required to ride share. This system would simply mean the matching would require "opting out" rather than "opting in" to the matching service ONLY. Participation in ride sharing would be a next step. The idea is that most employees don't know that their neighbour a few houses away works around the same time and not far from them... The matching system simply alerts them of such folks and it is up to them to find each other. (Incidentally, reducing costs of parking removes an incentive to ride share).	4/24/2014 9:24 AM
156	No.	4/24/2014 8:17 AM
157	Reduce the rates and clean the stairwells.	4/24/2014 7:02 AM
158	maybe security cameras more patrols	4/23/2014 9:06 PM
159	Provide reasonable monthly parking cards for parkades to condo owners/renters in buildings without enough parking spaces for their tenants.	4/23/2014 8:48 PM
160	No. Your brains at City Hall took all the good ideas.	4/23/2014 8:15 PM
161	Make an app that tells you where there are open parking spaces. Greater Victoria elected officials, who have been issued an on-street parking permit should have it revoked. No one else has that privilege neither should they. Ticket repeat metering in the downtown core.	4/23/2014 7:53 PM
162	Reduce cost	4/23/2014 7:50 PM
163	By implementing all of the above proposals in regards to the city parkades. Also by painting them nicer colours. The Centennial Square parkade is hideously ugly with that pink. Parkades don't need to be soulless bunkers! Brighten them up and make them clean, sleek and nice.	4/23/2014 7:40 PM
164	easier gate action after hours (i.e. bastion line up to get in is crazy!)	4/23/2014 6:48 PM
165	encourage cycling	4/23/2014 5:51 PM
166	Customer service!! Provide a plethora of parking options so customers can choose where they want to park for the price they are willing to pay and educate them on their options so they can choose. Make this a friendly "customer first" approach. I don't disagree with providing options to the customer but let them choose, for the price they want to pay. The premium locations have the higher costs but stop the negative enforcement approach which currently exists.	4/23/2014 5:35 PM
167	Provide two hours free parking instead of one	4/23/2014 4:43 PM
168	Lowering parking fees is the best!	4/23/2014 3:48 PM
169	Don't allow Sundays and holidays to be free. No room for customers. Residents take up the spots. Loading zones should be kept clear. Restaurants get deliveries every day.	4/23/2014 3:44 PM
170	Offer free parking like the malls do... that would increase people shopping downtown... It is too frustrating to try and park and shop, so once people have a bad experience they don't come back. I have friends in Oak Bay and Royal Oak who refuse to come downtown because of the parking.	4/23/2014 3:36 PM

## Parking Survey

171	Night time costs for on street parking will kill business and tourism.. It is already like a ghost town now. That would be the final nail in the coffin	4/23/2014 2:47 PM
172	Improve cleanliness, lighting, and safety...this needs to be ongoing and is still perceived as a problem for older folks in particular. Clear signage is important for those who do not live here.	4/23/2014 2:33 PM
173	Safety is my big concern downtown. I will not shop at night unless I can park in the Bay Parkade or within the same block as the business I wish to go to, if I am alone.	4/23/2014 2:30 PM
174	Back off, slack off and let the downtown business community no longer suffer from overzealous enforcement. The higher the parking rates, the more potential clients and customers will go elsewhere... to malls.	4/23/2014 2:26 PM
175	You have make parking in downtown Victoria cheaper since it FREE to park at a mall! And FREE to park in Sidney Also make the Parking free on Saturday as well as on Sunday. As it is in most major cities.	4/23/2014 2:26 PM
176	offer first hour free at all times in the parkades and advertise that is how it works.	4/23/2014 1:56 PM
177	-Offer punch cards for parkades.	4/23/2014 1:52 PM
178	An app that updated where spaces were available! A map of where spaces are located for people who aren't regular users.	4/23/2014 1:19 PM
179	I would like to underline the importance of having parkade space counters clearly visible to those proposing to use the parkade. We spent a frustrating 15 minutes this month going up to the top of the parkade in a long queue of cars, only to find we had to turn round and go back down as there were no spaces to be had. Meantime, more and more cars were entering the parkade - leading to some very frustrated drivers who were late for the performance at the Macpherson.	4/23/2014 12:59 PM
180	The cost of parking downtown, and the massive threat of getting a ticket - plus, trying to find the stoopid boxes, the whole thing is ridiculous, designed to turn people away from the downtown area. I don't know how people manage to run a business, downtown, with so many parking restrictions and 'threats'.	4/23/2014 11:14 AM
181	Encourage safty	4/23/2014 9:38 AM
182	no	4/23/2014 9:30 AM
183	leave it alone	4/23/2014 4:35 AM
184	Have a live person there at all times. Clean and power wash the puke and pee daily. Put in more lights. Have a safety button that can be pressed for the security person to come if you are bothered or having a problem. Acknowledge the intimidation created by street people. Lower the cost of the parking in comparison to on street parking.	4/22/2014 4:30 PM
185	I would rather see the city discourage cars in the downtown core.	4/22/2014 3:43 PM
186	if you are going to make parking free in parkades at night - you need to: a.) charge for on-street parking b.) offer chaperone service, walking buddies at each parkade - to escort vulnerable folks to their cars. IT's not enough to have a dude in a booth. Rewards program for folks who regularly park in the parkade - give them points or bucks to spend downtown.	4/22/2014 1:33 PM
187	Make paying after hours easier rather than the ticket on the windshield that only works with exact change.	4/22/2014 1:20 PM
188	Parking in a parkade is not an option for all motorists. I rarely park downtown as I usually take the bus, but when I do I am driving a truck that doesn't fit in all parkades, and for those where my vehicle does fit, it is usually with just an inch or two of room, which makes me uncomfortable. Also, the angle parking (on Broad St for example) is not long enough - even though my truck is not unusually long. The parallel parking spots can be tricky to fit into, unless I can find one at the beginning or end of a line of stalls. Generally, the only comfortable place for me to park is in a surface lot run by Robbins, whom I find can be difficult to deal with. I don't know what the answer is, but just wanted to point out that issue as well.	4/22/2014 12:13 PM
189	better security on a bike in parkades and paint a bright colour really good lighting, no street people allowed in parkade	4/22/2014 10:42 AM
190	Make on-street parking more expensive, and charge after 6pm for on-street (more) and parkade parking (less)!!!	4/22/2014 9:21 AM

## Parking Survey

191	I think the on-street parking spaces should be short-term parking only, for example 20min parking 9-6pm. This should apply to all spots except for those that are for accessible vehicles. I would come downtown a lot more if I was able to just park for a few minutes to run into a store to grab a couple items. I could then use parkades for long-term parking.	4/22/2014 9:07 AM
192	Allow debit payment.	4/21/2014 10:09 PM
193	Increase safety (i.e. security patrols, cameras, lightning, etc).	4/21/2014 9:33 PM
194	Lower prices, improve security, make spaces easier to get into and out of, provide more parkades	4/21/2014 8:10 PM
195	The automatic first hour free and lower rates for the first four hours to accommodate shoppers. All day rates stay the same. Advertise	4/21/2014 7:38 PM
196	Increase street parking cost drastically and drastically lower parking cost in parkades. It does not hurt people to walk that little bit more to there destination. There are multiple well located parkades and chances are there pretty close to where you need to be	4/21/2014 7:09 PM
197	make it safer, more security & security cameras.	4/21/2014 3:07 PM
198	Have limited time parking on street on Sunday and holidays so People who work downtown can't park all day. This would encourage me to go downtown more on weekends and when we have out of town guests.	4/21/2014 2:20 PM
199	prefer to park on street; please do not charge for evenings and weekends.	4/21/2014 1:24 PM
200	The city provide an app for internet/cell phones that can give the current parking availability in real time. City parkades provide percentage full for all parkades that can be read while on the street. Use a better naming system A-E, 1-5, which helps out of towners who do not know local names.	4/21/2014 12:00 PM
201	parkades should be free,period, then more people will park in them	4/21/2014 11:51 AM
202	There are very few handicapped spaces available at the entrance. Some have been changed to charging stations which seems to be unnecessary to be on the first floor.	4/21/2014 11:50 AM
203	Offer the parkades at a cheaper price.	4/21/2014 11:49 AM
204	I'm somewhat unconvinced that more turn-over is needed at parking meters. Who parks all day at a meter?	4/21/2014 10:46 AM
205	no - there is no inducement on earth that will get some people to use the parkades	4/21/2014 10:07 AM
206	In the evenings have a strong security presence. As a woman, I wouldn't park in a parkade after dark when I'm by myself.	4/21/2014 8:10 AM
207	Bright lighting, daily cleaning, attendants and foot patrols to keep people and vehicles safe. Right now the parkades are dangerous and disgusting.	4/20/2014 3:28 PM
208	I really like the idea of putting daily parkers on the upper floors so those of us who come downtown for only a couple of hours don't have to go round and round and round!	4/20/2014 2:59 PM
209	Security in the downtown parkades has made much improvement in vehicle and property safety. This needs to be continued and perhaps expanded upon.	4/20/2014 2:10 PM
210	I like the idea of longer onstreet parking time, however I would change the map.... between douglas and blanshard should be at least 2-3 hours on street parking not hte blue 90 minutes option.	4/20/2014 12:02 PM
211	Make it a goal of the City to provide a 15 minute trolley service up Douglas and down Blanchard free to encourage parking at Uptown and Mayfair and sell the parkades sites for development office and commercial and market and subsidized affordable housing.	4/20/2014 11:48 AM
212	Lower the parking rates in parkades	4/20/2014 10:14 AM
213	get rid of free parking for the mayor and mps anytime you build something downtown put a parkade in it its just plan simple math like the arena	4/20/2014 9:00 AM
214	Designate more parking for all day users to free up street parking for short-term shoppers and people coming downtown for appointments.	4/20/2014 8:28 AM
215	Lower the costs, parking in parkades can be quite expensive if not for the 1st hour free coupon.	4/19/2014 9:07 PM

## Parking Survey

216	I agree with incentives for use of parkades but do not support penalties on street parking. I have a bad knee and am not able to deal with long walks, stairs, etc associated with parkades. Offering all day option for street parking will not encourage people who are able to do so to use parkades.	4/19/2014 6:52 PM
217	Provide parkades outside the core with free shuttle service around town	4/19/2014 5:04 PM
218	Offer free parking in the evening and at night. Have security personnel in the parkades in the evening for security.	4/19/2014 2:20 PM
219	nope	4/19/2014 1:18 PM
220	As someone who prefers the parkades and generally does not have any problems parking there, I wonder if this initiative won't create the opposite problem over time; will the parkades become too difficult to use as the street parking frees up?	4/19/2014 1:00 PM
221	Parking is expensive. My car is my personal property. There is no way that I should expect the public to subsidise my car. That is unfair to people who are too poor to buy a car, or who choose not to buy a car. There is no such thing as "Free Parking". A cost is paid somewhere. The term "Free Parking" should be removed from our vocabulary. It is a myth.	4/19/2014 11:02 AM
222	The City should encourage people to ride the bus or bicycles instead of taking cars downtown. There should be no bus fare charged – more people would ride. Parkades are smelly, dark places. Not all of 'em are laid out well for driving & parking without small collisions. When I go in there I worry about parking carefully and about finding dings on the car doors from other car doors. The smell tells me of frequent urination that isn't hosed out every day or two. Sometimes I worry that a mugger might be there. Why would I WANT to park in a smelly, dark, crowded place and come back to find the car dinged and have to feel cautious about a perfectly decent man who just happens to be standing next to a car nearby? Walking into the parkade to get the car feels like ducking into the bushes in certain parts of Beacon Hill park – sure, most of those men urinating in the woods (or parkade) are just low-income or homeless guys who are decent & polite, but I don't want to be in a dark confined space with a stranger walking by who might be one of the rare dangerous people taking advantage of me being out of sight of other passers-by.	4/19/2014 10:47 AM
223	Make them safer - have more visible security and more lighting.	4/19/2014 9:58 AM
224	To reduce the number of cars coming downtown, reduce bus fares and ban all parking on bus routes so that public transit can be truly efficient.	4/19/2014 9:40 AM
225	Make it easier for visitors to our city to find safe and affordable parking by installing additional signage. We have to remember that visitors add a great deal to the economy of the city and parking shouldn't be an issue that they get mad at.	4/19/2014 9:20 AM
226	Keep on encouraging cyclists downtown!!!! We are good for business.	4/19/2014 8:12 AM
227	Advertisements, mostly	4/19/2014 12:25 AM
228	Parking in parkades should be free at all times.	4/18/2014 6:13 PM
229	Space conures will help by making the parkade easier to use	4/18/2014 4:29 PM
230	I don't know what would motivate me to use them. Guess friendlier, cleaner, brighter and safer. As any experiences I have had have not caused me to want to return. I simply have started to avoid downtown. To go for an afternoon beer, lunch or early dinner the outing costs more as a direct result of parking costs and the inconvenience of either having to be back to the spot by a certain time or walking great distances from Parkades is a harder than going to a similar suburban business. Free parking for staff of retail/hospitality businesses would be a step and say an on street/parkade one price for 3 hour parking spot should be a one size fits all solution.	4/18/2014 3:50 PM
231	Is it less expensive than on-street parking? If it is, maybe make sure people know that.	4/18/2014 2:23 PM
232	What ever you do , do not spend \$10 to make \$1 .	4/18/2014 11:37 AM
233	Clean the parkades - the stairwells smell like urinals. Provide easier payment methods and express exit lanes so you're not stuck in a long lineup waiting to exit the parkade - talk about a captive audience!!!	4/18/2014 10:47 AM
234	Have staff at parkades til 9pm, scrap the automated pay stations, it angers and confuses motorists to deal with a machine, the capital region has pay and parking machines every where, and they are not standardized or intuitive in their uses.	4/18/2014 8:26 AM
235	Make the city parkades more open, better lit and have commissionaires present on each floor.	4/17/2014 10:00 PM



## Parking Survey

236	An extra hour free with a purchase from a downtown merchant. Like first hour free - second hour free but only with purchase.	4/17/2014 9:57 PM
237	PayByPhone	4/17/2014 9:10 PM
238	In the view st parkade, there are two large spaces for electric cars, that are always empty. Plus, there are at least four spaces on the first level that are parking motorcycles. These bikes could easily park further up in the small spaces that are too small for a car.	4/17/2014 6:49 PM
239	An app or small hand size map showing parade locations. Sell daily or weekly passes for pickle boats & buses to encourage visitors to leave their cars at their hotels.	4/17/2014 6:45 PM
240	Traffic flow, particularly in the View Street parkade, requires improvement. I realize the design of the structure limits this but, particularly on the second deck, it's crucial to separate the entrance and exit lanes so people waiting to park on higher levels aren't fighting to edge into traffic attempting to exit.	4/17/2014 5:39 PM
241	Provide electronic signage to let drivers know (1) where the parkades are and (2) how much free space is in each lot.	4/17/2014 4:42 PM
242	Make monthly parking passes more affordable so that more people can use parkades.	4/17/2014 3:38 PM
243	Increase paid on-street parking in prime areas later into evening	4/17/2014 3:14 PM
244	If it would be possible to have two hours of free parking in the parkade as it takes longer than one hour to do shopping and and perhaps enjoy a bite to eat.	4/17/2014 3:04 PM
245	Some of the parkades are fine (Broughton Square), but some of them are terrible, smelly, dirty and feel unsafe. Standardizing the cleaning and look and feel of the parkades would go a long way to getting people to use them. Also, I don't agree that elected officials should get free parking. I also work downtown and no one pays for my parking.	4/17/2014 2:49 PM
246	No, but first hour free parking would probably help a lot.	4/17/2014 2:07 PM
247	If you are only going to be there for 1-2 hours, what difference does it make.	4/17/2014 12:54 PM
248	Parkade staff need training. I was approached and asked on a date by one of the security guards when returning to my car at night! VERY creepy. He said I was a beautiful woman and asked if we could get dinner sometime. Not appropriate and made me feel uncomfortable about using parkades at night. Maybe female guards in teams of two would be a better option. Maybe you should form a partnership with the Victoria Sexual Assault Centre and talk about creating safer spaces, and then implement those solutions.	4/17/2014 12:54 PM
249	Parking on Sundays downtown is very difficult, as staff working on Sundays take all the parking spots, leaving few for customers like myself. I no longer support downtown on Sundays as the stress to park is just too high. I believe we ought to do as other cities (eg. Vancouver) does, and charge for Sunday parking on street, but not in parkades. This would allow parking for staff, and room for customers like myself. The public will complain, but it would open up opportunities for all the businesses to entice people to shop on Sundays. This is especially an issue on lower Johnson to Douglas St, where there is virtually no parking after 9.30 a.m. on a Sunday. Please note: I am a downtown (now Harris Green) merchant and have owned a number of Gov't St stores over the last 35 years.	4/17/2014 12:35 PM
250	Make entrance/exit procedures the same in all parkades. Johnson St. parkade is backwards and people often end up blocking traffic at the exit because they don't know what they are doing.	4/17/2014 12:25 PM
251	perhaps workers who park all day for free on Sunday can be encouraged to use the parkade. I think shopping downtown should be convenient with parking available near the businesses that are being patronized	4/17/2014 11:43 AM
252	Definitely offer monthly parkade parkers an incentive, such as a discount, so they park higher up. Maybe only offer them the higher floors, but the incentive could be the higher they park, the cheaper the rate. The main reason I avoid parkades is because of the endless driving to the top you have to do in order to park for an hour. Even if you come at 9 a.m. ALL the lower spots are taken, and stay that way all day. I liken it to store employees/owners parking in front of their stores all day and then wondering why no one shops in the store. Sometimes if I'm near downtown, I will go to see if I can get a spot to shop, and if I do, I shop, if I don't, I go to a mall.	4/17/2014 11:23 AM
253	Keep very clean, well lit, and have periodic security patrols to discourage loiterers and illegal activity.	4/17/2014 10:51 AM

## Parking Survey

254	Increase on street parking allocations for bikes and motorcycles to 20% of available street parking space.	4/17/2014 10:39 AM
255	Reduce cost of monthly parking permit and I would utilize a city parkade more exclusively.	4/17/2014 10:31 AM
256	Your questions reveal your agenda already. Why exactly are you asking our opinions??? I have fomally owned a business downtown and my partner currently runs a restaurant in the core. Parking has always been an issue to attracting customers to downtown Victoria. In response to this you put in machines that support double dipping of parking fees, you take away areas of free parking and have lessened the time limits on the few that exist. In addition you now talk about increasing the paid parking time to 10pm! As a business owner, I want clients to park for many hrs...not 90mins. I want them to shop, stop for coffee and then go out for dinner. I do not want them running around and stressed because a parking commissionaire is lurking beside their car. I and many others do not agree with your militant views of controlling parking in a city centre and beyond. I want a parking friendly city which encourages customers to come downtown and not to shop at Uptown, where the parking lot is free of commissionaires, parking time limits and fees. This competition is reality and must be combatted by more progressive city parking policies.	4/17/2014 10:05 AM
257	install pay by foot option, to allow a quicker exit time ath the parkades. I work in town and try to frequent shopping in town all the time. I never use the parkades, only as a last resort. I have lived in Victoria 54 years. People attending at the courthouse, should be encouraged to use the Broughton Street parking lot. A notice in the Courthouse would be helpful. Lawyers, police attend their all the time and use the street parking. Try to find out other places such as the courthouse which draw lots of people and encourage or offer them the use of the parkade.	4/17/2014 9:43 AM
258	Motorcycle parking at a low cost.	4/17/2014 9:36 AM
259	How about a rewards program. Every time you park 100 hours in a City parkade, you get a two hours free.	4/17/2014 9:26 AM
260	Keep them cleaner, maybe some paint regularly, faster elevator service.	4/17/2014 9:26 AM
261	For late night workers particularly women a higher profile of security. I've heard comments from servers that they don't feel safe or confident going into parkades late at night after working. A single women going to their car at 2:00 in the morning could be a risk	4/17/2014 9:13 AM
262	Create a rewards system for frequent parkade users (much like a coffee shop stamp - see starbucks reward cell phone app for example) - e.g. every 10th parkade visit is free. Consumers are highly driven by rewards (far more so than by penalties) so this system would contribute to increased loyalty and a more positive relationship between the motorist and the City parkades.	4/17/2014 9:10 AM
263	I think people believe that parking downtown anywhere is expensive, whether one uses a parkade or street level. I do not support an increase in fees anywhere. I will continue to look for parking on the street over a parkade, but would support any initiative to get others to use the parkades so that I have more opportunities to find a spot on the street (as I said, earlier, my fear is getting stuck in a parkade with my roof rack). I enjoy shopping downtown, but the biggest deterrent is the parking issue, both lack of availability and the cost.	4/17/2014 8:31 AM
264	Less expensive will probably do the trick!	4/17/2014 8:12 AM
265	You give no thought whatsoever to service vehicle parking. A goverment vehicle garbage truck, flower planting/watering truck, potal vehicle etc can block traffic park on the road basicly do whatever they want. A private service vehicle gets a fine for every perceived infraction from ill informed poorly trained commissionares. Get some service vehicle spots on every block and you will find mobile service to downtown will improve and the cost will likely go down	4/17/2014 8:08 AM
266	Parkades are annoying. You should just accept that fact and not worry about it so much.	4/17/2014 7:15 AM
267	Really, it would be better if more people used bicycles and buses.	4/17/2014 12:32 AM
268	Encourage alternative forms of transportation so there are less motorists overall coming downtown and then the stress on the current facilities will not be as severe.	4/16/2014 10:55 PM
269	Random car washes while parked in parkade	4/16/2014 9:02 PM
270	Make them less smelly	4/16/2014 8:23 PM
271	Lower cost of hourly parking. It would encourage me to shop downtown.	4/16/2014 5:57 PM
272	those above are good suggestions	4/16/2014 5:48 PM

## Parking Survey

273	Discounted rates for long term fees, increase street rates, and do not over sell long term lots so they can be assured space.	4/16/2014 5:38 PM
274	Make them free at all times. I don't have to pay for parking at any other business or location anywhere else where I work or play. I avoid coming into the City unless it is essential, because of pay parking. Also your parking policies vis a vis residential property, where there is less and less onsite/building parking, just puts pressure on all other parking. Give them resident stickers/permits for a nominal cost.	4/16/2014 5:37 PM
275	overnight rates for drivers who are going to restaurants but taking taxi home...	4/16/2014 5:19 PM
276	surveys are only as good as the questions you ask, and many of the questions you are asking here are leading questions, or rather dead-end questions, allowing only for a set possible outcomes. Eliminating the need for payment for the 1st hr or to have to put in the 1st hr free card will drive a lot of traffic into the parkades. I suggest you test this for several months before you make this a permanent option and then also see how this would free up other areas of parking in town. A change in rate for parkades still needs an upper limit. There also need to be better options for those who park until the time after payment booths are closed, ie on View St parkade. Not everyone writes checks anymore. Look for other cities, esp in Europe, how they handle this. I always feel like you folks try to re-invent the wheel without ever looking at what other wheel designs are already out there. This is NOT rocket science. There definitely need to be signs indicating where parking is available in Victoria. Do a virtual tour of some of the larger European cities. Victoria is a tourist town, and here you are acting as if only locals walk or drive about this town. I am only out in Saanich and therefore I am not that familiar with what is available and where. Online is mandatory these days. So is more visible info about town. Signs! That you can see from a car. Something with a big P and an arrow showing me where to go for parking. How many people actually visit the City of Victoria website? You need to be online where people actually look. many of these options are not given in the survey choices. Don't you have any marketing and PR people!!!!???	4/16/2014 5:05 PM
277	Ensure cleanliness, safety and reduce vandalism. My perception of parkades (based on past experience) is that they are dirty, have homeless people, I get door dings from neighbouring cars, and it's sometimes slow to exit. It will take time to change public opinion.	4/16/2014 4:57 PM
278	large parking lots with free parking just outside the downtown core. This will enable people to park for free and walk to work	4/16/2014 4:55 PM
279	Provide training programs and incentives, like Bike To Work Week, for shrinking the number of people in a business who drive and park downtown - regular commuters should not be by single occupancy vehicle - there is no excuse anymore! Walk! Bike! Carpool! Bus!	4/16/2014 4:55 PM
280	It will of course never happen now that parking is just another budget line item but stop charging for on-street parking all together and instead focus on fair enforcement of times. Businesses will flourish. Parking is free in langford and saanich which is why we do all out shopping in Langford and Uptown where we're not just a bucket of change waiting to be poured into city coffers. let businesses pay their fair share and help consumers to utilize them by not being penalized for shopping downtown or be doomed to more shuttered windows and doors while the vibrancy of the core shifts to the westshore and elsewhere.	4/16/2014 4:49 PM
281	My car has been broken into several times in the Yates street parkade. I opt for high floors now just so decrease the risk of having my car broken into. Security cameras and increases security walks through the parkade would be beneficial.	4/16/2014 4:30 PM
282	Make them feel safer, much brighter lighting, an employee visible (maybe walking round and checking things, but within earshot of a cry for help anyway), clearer signage into them when returning to them on foot. I often blunder round looking for the right entrance!	4/16/2014 4:29 PM
283	Offer free parking in parkades	4/16/2014 4:28 PM
284	signs on major roads entering into downtown showing parkade names and spot availability	4/16/2014 4:17 PM
285	Cancel the contract with the Commissionaires and find a company that can provide a new more friendly culture. Eliminate quotas for Commissionaires!	4/16/2014 4:15 PM
286	I like the first hour free option- that would be great	4/16/2014 4:13 PM
287	Reduce Parkade fees.	4/16/2014 4:12 PM
288	Do not increase fees	4/16/2014 4:08 PM
289	Get on board with a system like the one in Vancouver where you can add time to your parking meter from your cell phone.	4/16/2014 4:05 PM

## Parking Survey

290	increase surveillance to make women feel safer	4/16/2014 3:45 PM
291	'Loyalty' cards: Every 15hours of parking paid for earns you 1 hour of free parking at a parkade.	4/16/2014 3:30 PM
292	Take a page from how Nanaimo, Duncan and Langford manage their parking. The City's message is "no parking" – I get it. When I go into town, I urge merchant to relocate to a friendlier venue (eg. not downtown).	4/16/2014 3:22 PM
293	Great suggestions above – Especially some kind of counter/indication of availability before you drive around 10 circles up a parkade to know where parking may be available.	4/16/2014 11:42 AM
294	Have 24/7 roving patrols that are highly visible and MEANINGFUL. The typical non-speaking \$10/hr "security guard" is ridiculous! They do nothing but occasionally walk around and provide little or no deterrent. You need active minded, visible and professionally dressed security people who will actually take their job seriously, be visible all the time and actively get involved and speak to people while in the parkade. Not the, "well I have to walk the floor once an hour, I hate it, and I don't want to do it or talk to anyone or even seem like I'm interested" attitude ones you currently have.	4/16/2014 6:09 AM
295	More motorcycle parking	4/16/2014 4:56 AM
296	I would use parkades all the time if the rate drew me there... I do find the parking rates too high now in Victoria and as such completely reduced my visiting downtown unless absolutely necessary. Even then, I keep it shortest possible and have moved my business from downtown wherever possible.	4/16/2014 12:21 AM
297	Have merchants provide discounts coupons for parkade parking to clients who spend a minimum amount of \$10 in their store/restaurant.	4/15/2014 10:53 PM
298	(Some) women have an issue with parking at night in a parkade. In Germany you find designated parking spaces near the entrance, well lit and close to the attendant's booth for women only. This way, as a woman you don't have to walk through all levels of the parkade or use the elevator to go to your car at night.	4/15/2014 10:44 PM
299	offer more inexpensive parking options on the outskirts of downtown to encourage people to park and walk in when they can	4/15/2014 5:41 PM
300	Security and security cameras! Women do the majority of shopping. Women will not park in sketchy parkades.	4/15/2014 5:33 PM
301	Give a discount on parkade parking as well as volume discounts. Advertise.	4/15/2014 4:25 PM
302	Getting rid of the stench of piss would help. Also, the elevators are horrific, clunky, stinky, and dirty; I try to only take the stairs, but can't do so with my elderly relatives.	4/15/2014 2:40 PM
303	If parkades provide nice wide spots for SUVs and minivans - tell us!	4/15/2014 2:39 PM
304	I am more interested in discouraging motor vehicle use downtown (encouraging alternate forms) and would only encourage more use of parkades if street parking was removed to make more room for alternate transportation uses. I am surprised that the city apparently assumes more vehicle parking and therefore more traffic correlates positively with the downtown experience.	4/15/2014 2:07 PM
305	In addition to monthly parkade passes offer incentives to regular parkers to increase loyalty to a specific site. Reward the people using the parkades every day instead of focusing on trying to get more people to shop and park downtown. People who don't come downtown won't. Increase monthly passes so people don't have to wait a year.	4/15/2014 2:03 PM
306	I am a monthly parker in the Yates Street Parkade. I generally park on the Fourth floor as I access my business from there. Monthly parkers often have to endure long lines ups sometimes starting at the upper level of the second floor to get out as there is no fast exit for them. In this particular parkade asking monthly parkers to park higher up would be really unfair and increase daily wait times to get out unacceptably. I have sat for up to 15 or 20 minutes trying to get out and have had the experience of waiting as long as five minutes while a tourist got change and directions!!! It takes me three seconds to exit with my pass. I pay a lot for that privilege and it benefits others in the exit line up. On average it is only forty feet to the elevator in this parkade. So what is the problem.	4/15/2014 1:44 PM
307	Security! I know that some parkades have a security commissionaire, but they do not provide any sort of deterrent for thieves. The parkades are large spaces and it is too easy for someone to damage or break into a car while the commissionaire is elsewhere. I would like to see cameras covering all parkade floors and angles, at a minimum, and a clearly set-out process for reporting and identifying thieves.	4/15/2014 1:15 PM

## Parking Survey

308	To promote business downtown and safe driving, you can get out of a parking ticket the next day if you submit a taxi receipt.	4/15/2014 1:09 PM
309	Don't penalize monthly parkers by insisting on higher floors. Safety issue at night. Plus - open up MORE monthly parking spots - we are the residents - we pay our taxes - wait-list of more than a year for a monthly parking spot in a City parkade is completely unreasonable.	4/15/2014 1:03 PM
310	more bicycle racks are desperately needed.	4/15/2014 1:00 PM
311	quicker parkade exit, especially yates street parkade during peak times.	4/15/2014 1:00 PM
312	Have a number of small car spaces only (well defined and ENFORCE what a small car is and please don't only include the size of a smart car, include yaris and many other etc.) On each level.	4/15/2014 12:55 PM
313	I can't tell the difference between city and private parkades. Make the city ones clearer--work on your branding. Have maps at the blue pay-for-parking kiosks so motorists remember/learn where they are.	4/15/2014 12:52 PM
314	Bring better awareness to their locations.	4/15/2014 12:52 PM
315	Make Saturdays free in parkades as well as Sundays. Saturday is the shopping day, but it's annoying to get hit with up to \$10 in parking fees to do your business downtown. If it was free we would spend more of our weekend downtown, putting money into local businesses.	4/15/2014 12:39 PM
316	No	4/15/2014 12:32 PM
317	Have the parkade cheaper per hour so the longer parkers would be willing to use the parkade, leaving the street parking for more short-term parkers. Or advertise this if this is already true.	4/15/2014 12:18 PM
318	I think the better question is how can we encourage more people to walk, bike or take public transportation to get in and out of town. Improved bike lanes, more transit options, and incentives to car pooling would all free up more spaces for the occasions when a vehicle is actually required.	4/15/2014 11:49 AM
319	Offer cheaper parking for short term parking or coupons for local businesses.	4/15/2014 11:45 AM
320	Have quick-stop spaces on lower levels to try and match the convenience of on-street spaces for short parking periods (eg. 90 minutes or less).	4/15/2014 11:35 AM
321	Cleaner, safer parkades. Urine filled stairwells are a huge deterrent.	4/15/2014 11:18 AM
322	Make it cheaper.	4/15/2014 10:43 AM
323	Make it safer where the parkades exit. The sidewalk crossing at View Street is particularly heinous.	4/15/2014 9:43 AM
324	I don't feel that there is a need for you to try to FORCE people to go to Parkades. What is the real intent here? I go to town frequently and usually have no problem finding a space to park. If there are people complaining about this, inform them of the Parkade. Is the thought that the complainers should get street parking and the rest of us go to the Parkade? The only thing the City needs to do to improve things is to inform us of the benefits of Parkade parking. There are times that I as a woman going downtown on my own, do not feel parking in a Parkade is my safest option. This concern is not unfounded. I do NOT agree with most of the proposal. I have a parking card which I use when pay parking. I do like that. No need to do most of the proposed things.	4/15/2014 9:29 AM
325	Increasing parking fee is not the solution, it will only deter more people to go downtown. Why is City Hall so concerned, are people complaining?	4/14/2014 9:04 PM
326	why try and change the demand? Instead, facilitate on street parking via monthly parking passes that allow the holder to park in any onstreet space (yes, all day if they want). Alternately, you could designate certain areas for this (1 or 2hr non-metered zones?), while other areas retain maximum time limits.	4/14/2014 7:35 PM
327	Price will be the key enticement. Parking in downtown is atrociously expensive and a key reason why the downtown core is becoming a dead zone. The City needs to seriously consider impacts of any parking policy changes on the businesses that remain as there is not a very good track record of the City actually making decisions that support business. We are a tourist town, and aside from a few key tourist attractions, there is little else for tourists to engage in downtown. City policies are not hindering business and part of the reason why Govt St is not longer a vibrant city block	4/14/2014 7:26 PM
328	A punch card that you would use each time you enter a parkade and if you use it 10 times (or something) your next visit to a parkade is free!	4/14/2014 6:48 PM

## Parking Survey

329	cars are a luxury not a necessity to many canadina s re lasy they should pay for a car to be brought into the city, get of there fat asses and walk, we should increase the parking fees to 5 dollars and hour this would reduce cars and put in park and rides	4/14/2014 6:28 PM
330	IF PARKADES WERE FREE OR LOW COST AND BETTER LIT, AND SMELLED LESS, THEY'D BE USED MORE OFTEN!	4/14/2014 6:17 PM
331	Better security.....not just a single half asleep attendant...more lighting	4/14/2014 6:14 PM
332	Ability to use my Victoria PrePaid parking card in the parkades. Ability to reload my card via the Web.	4/14/2014 5:36 PM
333	To start ... we need to drastically change the perception of Victorians about the perception that parking downtown is an issue ... that requires a creative out of the box approach - a campaign around parking. Definitely GET RID OF THE CONTRACT WITH THE Commissionaires! We need people downtown who are invested in our downtown! We need folks who operate as ambassadors to our downtown core rather than some officious commissionaire. No likes to receive a parking ticket, but there has to be a better delivery of the ticket than what they are doing. They have to go! You can make all the changes you want to parking services downtown, but if they are the point of contact with the public, its all money down the drain. Engage the wallet! ... talk about the savings if you park in an parkade! ... talk about the extra safety. The on site security. Talk about not having to worry about a meter! Come enjoy a truly original shopping / dining experience ... and not have to worry about parking. Talk about how many spaces in the parkades that are actually available! How close the five city parkades are to everything you could possibly want to do downtown. Within minutes, you can walk to your favourite shops, eateries and restaurants!	4/14/2014 4:56 PM
334	I have never experienced a problem with availability of street parking so don't understand the impetus to get people into parkades based on this reason. My biggest frustration with street parking is the 1.5 hour time limit. I often work downtown, and have yet to be able to attend a meeting, attend a lunch event, or even make it to an appointment, AND make it back to the parking station within 1.5 hours. I would like to request that it be extended to 2 hours in the city core. This would be of huge benefit to the restaurants, service providers, and businesses since people would consider coming to use them in a reasonable time frame. Today's working public's most valuable resource is time. The time allotted to the transitions between work events or necessary daily activities is at a premium. Anything to improve the convenience and efficiency of parking use, such that the user can get work/errands/etc done more efficiently, would be of immense value to Victoria's private sector.	4/14/2014 4:52 PM
335	Keep the costs of the parkades down.	4/14/2014 4:49 PM
336	Contractors need to have priority on first level parking, special contractor parking passes to reduce parking fees (which are sometimes not paid by customers) to reduce overhead.	4/14/2014 4:36 PM
337	Disallow the number of Parking passes that elected officials receive	4/14/2014 3:52 PM
338	Security cameras, arrest a few vandals and advertise the arrests.	4/14/2014 3:20 PM
339	Have better signage regarding prices; when, where, and how to pay; Commissionaires should be trained so they can be helpful ( right now many are surly and actually increase misunderstandings. Staff the parades at night so you don't have to figure out how much to pay - it is easy to be wrong. Have an app that shows the parking availability - at least in parkades.	4/14/2014 3:12 PM
340	No elected official should ever get free parking anywhere: it's a valuable benefit for an already very-well compensated position of SERVICE to, not luxury from, the city.	4/14/2014 2:59 PM
341	Lower rates in parkades compared to on-street parking.	4/14/2014 1:57 PM
342	Any way possible to reduce the afternoon exit bottleneck	4/14/2014 1:53 PM
343	Focus on alternative transportation such as safer, segregated bike lanes and better intersections for cyclists.	4/14/2014 1:34 PM
344	Make it safer.	4/14/2014 1:08 PM
345	Make them free. I avoid the downtown as much as possible because I can easily find a store / restaurant with free parking that is as close. I only go downtown in a car after 6 for dining. Why pay when there is a free alternative. I can't count the number of stores or restaurants that close out downtown because people avoid going there because of the parking issue.	4/14/2014 1:04 PM
346	No suggestions at this time.	4/14/2014 12:55 PM

## Parking Survey

347	Randomized free parking. I.e. every 25th vehicle is free	4/14/2014 12:13 PM
348	Parkades are generally less convenient and almost as expensive as on-street parking, so there needs to be incentives to use parkades - such as reduced rates, or ways to improve convenience.	4/14/2014 11:41 AM
349	Provide on-site security 24/7 and make random patrols on bicycles. The folks at Uptown Centre have got it figured out - why can't the City of Victoria?	4/14/2014 11:35 AM
350	Post availability of parkade spaces online. At the blue street parking pay spots, post a sign about "try the parkade yet?" Reduced parkade rate for longer trucks/cars freeing up more street space for small cars and motorcycles/scooters.	4/14/2014 11:29 AM
351	security alarm panic button stations throughout parkade, stairwell	4/14/2014 10:33 AM
352	If the cost of on street parking is increased, I will take my business elsewhere. parking for movies, theatre, lawyers, shopping etc is free elsewhere. If the city wants to increase business in the downtown core costs must be lowered, not increased. BC Ferries is in the same boat, no pun intended, they've increased fares so much that now many can't afford to sail. Our family included. Increase the cost of going downtown for any reason and we just won't. Period. There are too many reasons not to go downtown, and too many reasons to go to a mall.	4/14/2014 10:17 AM
353	I think penalizing on-street parkers with higher prices and a more confusing schedule is a negative way of convincing people to use parkades. Improving parkades by cleaning and even painting them, better lighting and security presence makes sense.	4/14/2014 9:43 AM
354	Charge more on street than in the parkades. It's just simple economics of supply and demand.	4/14/2014 9:30 AM
355	Security is high on the list, especially for women on their own at night.	4/14/2014 6:50 AM
356	Maybe have easier access (more than one entrance) into (and out of) the parkades because some are on one ways streets and depending on which way people are coming from, they might see an on street parking spot first before they make it around to the parkade entrance.	4/14/2014 3:02 AM
357	Parking in downtown Victoria should be free in the parkades for 2 hours	4/14/2014 12:08 AM
358	Make the exterior of the parkades more interesting and inviting. From the exterior the parkades look old, dated, and do not look safe or inviting. In Seattle some parkades have simple wires that run up them supporting vines - softens an otherwise harsh facade. Kelowna has commissioned public art to enliven several of their parkades. Our parkades really give nothing to the streetscapes that they are on (with the exception of Courtney, which at least has retail at it's base). Use the facades of our parkades as billboards (ones allow light through) to promote art or history from local institutions such as the RBCM, Craigdorch Castle, the Maritime Museum, Art Gallery... Vernon Public Art Gallery has Riot on The Roof - which is an annual event on top of a city parkade - this is one way to invite the public to see parkades in a new way. Several of our parkades have stunning views from the roofs - really quite suitable as art and event venues. Make them a destination - how about a green space and sculpture garden on the roof of one or two?	4/13/2014 11:50 PM
359	People working down town should get a very inexpensive rate to use parkades. This would free up spaces. If we change the fee schedule to 9 pm this will kill the down town core, small businesses and restaurants.	4/13/2014 7:50 PM
360	Charge for on-street parking into the evening at top demand locations, recommended to charge until 8 or 9pm. However this should be considered by demand in an area, and not a blanket policy at every metered on-street stall.	4/13/2014 4:19 PM
361	Lower the rates and charge for every 30 minutes after first free hour. Provide more, visible security. I'm afraid I'm going to be approached by someone I don't know, be accosted, assaulted, robbed etc. because there is never anyone else around. I have marvelled at how many times I have used a parkade and not seen a soul.	4/13/2014 4:07 PM
362	If this is not being done already, sell Pre-Paid parking cards (like the ones for street parking) that can be used when entering the parkade and the charge can be debited at time of exit. Make the parkades less "sterile" and make the signage more helpful and friendly (even a bit of humour would help). Offer a phone app which will identify parking loads at different parkades so when motorists are looking for a place to park they can pre-determine which parkade is best to go to. Give each parkade a distinctive "personality" and build the parking experience around that personality.	4/13/2014 2:43 PM
363	significantly lower cost to park in parkades than on street	4/13/2014 2:40 PM

## Parking Survey

364	Charge more for on street parking like Vancouver. Also eliminate 90 minute time limit. I am willing to pay more for convenience. Treat on street parking like the high end parking it should be. Let people pay a lot more to park all day close to their destination, and those who don't want to pay such high rates can go to parkades and walk further.	4/13/2014 1:00 PM
365	Stop reducing times for spaces beyond Belleville Street and southeast. Put time back to 4 hours from 3.5 hours. Restore 4 hours to Beacon Hill Park perimeter area. Stop reducing 2 and 3 hours spaces from perimeter of downtown. Those who want to park and walk should be able to do so and still have time to shop. That is why I stopped shopping downtown. I will not use buses which are also dirty and unsafe. I have had friends' children stabbed, seen people with pneumonia announce they want all the windows shut and become aggressive, always have to stand as a senior and cannot maintain my balance, cannot carry packages conveniently on the bus. At my age I cannot be falling because I cannot sit down. I do not wish to be interacting with unstable people who use the bus.	4/13/2014 12:08 PM
366	Make them much much cheaper.	4/13/2014 10:18 AM
367	Need to look at alternatives to bringing cars downtown. Some cities provide free transit in the downtown core. Why not do that and reduce car traffic? Also need better accommodation for secure bicycle parking/storage.	4/13/2014 10:00 AM
368	Why is is even an issue? Let people park where it most convenient and comfortable for them. They will figure it out. You could spend thousands of dollars trying to make someone like me park in a parkade, but all you're going to achieve is further alienating me from coming downtown. Even the message in the question above is alienating. The underlying message implies that you would like me to park elsewhere saving a street spot for someone more important. Why can't this council spend money on something important like fixing the many cracked and dangerous sidewalks!	4/13/2014 9:22 AM
369	If I come downtown at night to an event on my own, I will not park in a parkade because I feel vulnerable. With a friend it's OK. I also don't own a cell phone. So I'm not sure how you can solve this problem. Not sure how one can encourage people who are too lazy to walk a bit further to a parkade.	4/13/2014 8:51 AM
370	Additional security guards, first hour free without having to get a stamp.	4/13/2014 8:29 AM
371	Do something about Robbins parking, suggest the city take them over, they are awful to deal with and don't maintain their properties very well. Add those sites to the city management. The city parking lots are great, attendants are nice to deal with, lots are well maintained. Victoria should be proud of our city run lots.	4/13/2014 8:27 AM
372	I suspect that one of the major problems - not being able to find a parking spot downtown on Sundays during shopping hours - is caused by workers parking for free on that day. Whenever I go downtown with my car on a Sunday, after about 10:30 a.m., there are no parking spots. Way worse than on a busy weekday or Saturday! I'm a paying customer but I end up circling the block and then having to park blocks away from my destination, wasting time and polluting the atmosphere. Meanwhile, the workers have hogged all the spots for the day! So why not limit the length of time you can park for free on Sundays in the downtown core, just like all the other days? 3.5 hours should be enough to do whatever you're doing, then move along. Or pay at the beginning for the privilege of occupying that space for the day. I don't see that question in the survey above, and I think it's the worst parking issue in the city right now. Also, one parkade I've never parked in is the Bay Centre. I understand they often have availability but it's so buried down View St. that I almost never end up there. Could it be better publicized?	4/13/2014 8:24 AM
373	Make parkade parking cheaper than street parking!!	4/13/2014 8:10 AM
374	Offer free parking for one day to out of metro area visitors. This is offered in Frederick N.B. Controlled by a record of licence plate numbers. Goodwill gesture for visiting tourists. Help to define us as "friendly place."	4/13/2014 7:50 AM
375	The priority, right now, should be to encourage cycling instead of drivers, as the rest of the world is doing. While it's OK to naval gaze about parkades vs on-street parking of cars, shouldn't the discussion be on how to make truly safe, separated bike lanes for commuters? I'm a driver and a cyclist, but I am fearful of riding from my Cook St. Village home to downtown sharing the road with cars. How about making Vancouver Street one-way for vehicles and using the other lane exclusively for cyclists?	4/13/2014 7:48 AM



## Parking Survey

376	Have a clean Porto-Potty at the front of each parkade. Charge a loonie for using it ... unlocking the door after 5 minutes. Money raised would be for the cleaning and maintenance. Keep a camera watching over the area so crimes will not occur there. (It wouldn't be any more unwelcome than an oversized sewage treatment plant at the entrance to Victoria's inner harbour.) Make the Parkade stronger so that people can get their cars out of there when the predicted major earthquake happens. After an earthquake it seems that every city shows their Parkades how many cars are squished and the number of dead people that are dug out by crying relatives and firemen. The Mayor usually blames contractors for faulty construction. People only remember not to go to that city ... ever again!	4/13/2014 7:47 AM
377	no	4/13/2014 7:45 AM
378	keep it free at night. Whats the point of charging at night when there is no parkade security or service. Also its dead downtown anyways so a few restaurants and movie theatres are open , big deal. Need to keep it free because the hassle is to deal with parkades smell and poor lighting and security which doesnt exists. Security cameras should be everywhere with a person watching the cameras for any unusual activites.	4/12/2014 11:48 PM
379	Increase security.	4/12/2014 11:42 PM
380	Yes, pls consider introducing payment via smartphone like other cities (aka Vancouver). It would be a cheaper option than to install more machines.	4/12/2014 11:23 PM
381	Build a new one in north end of downtown	4/12/2014 10:41 PM
382	You can't. Parkades are viewed as shitty, sketchy, etc. No one wants to park on a higher floor and then negotiate a piss-scented stairwell. Or have their shit broken into. This is the perception you are up against. Save for having the place covered with security personnel, you will never be able to resolve this public perception problem. I'd park my truck blocks and blocks out of town and walk in before I'd leave it in a parkade.	4/12/2014 10:36 PM
383	Make parkade spaces much less expensive than on-street parking. Offer discounts if you buy a pre-loaded parkade card.	4/12/2014 10:08 PM
384	Give victoria residents half off parking in City parkades.	4/12/2014 9:38 PM
385	I did not notice it was an issue.	4/12/2014 9:05 PM
386	I'm not a supporter of parkades. If I have to use one during the day I am usually driving alone or with a young child. I don't feel safe in the parkades.	4/12/2014 8:53 PM
387	Parking should be free. Use shuttles in and out of core. And if not, at least have out of town plates only issued a warning (perhaps you already do this?). Run a better bus service, one that can be trusted to run on time, and free in the downtown core. Allow residents to pay for a cheap annual pass in their taxes? I go to Uptown or a mall to do my shopping where the parking is free. I am not provided any incentives to park downtown that I'm aware of. If I could leave my car at a lot and shuttle in and out of the core I would. Run a light rail down Douglas. Anything but charge by the spot. Unless you're willing to keep cars out of the core altogether.	4/12/2014 8:26 PM
388	Build another or more where analysis suggests.	4/12/2014 8:07 PM
389	Restaurant partnership programs (free parking for restaurant patrons). More locations for First Hour Free parking passes.	4/12/2014 7:16 PM
390	Better lighting and visible security	4/12/2014 7:11 PM
391	train your staff to be less aggressive - i have yet to meet a polite attendant - teach them that their behaviour just drives people to suburbs - like me - even though i live in rockland and give them some leeway to decide when to give tickets	4/12/2014 7:03 PM
392	No	4/12/2014 6:54 PM
393	Sorry, I do not.	4/12/2014 6:50 PM
394	Have security officers available to walk people to their vehicles AND security patrols in the parkade (as well as CCTV) to watch for thefts and vandalism.	4/12/2014 6:39 PM
395	The only thing I am concerned about, being a woman, is that there is ample Security personnel available at all times the parkades are opened. I never find myself downtown after dark as the parkades have a bad reputation of street people and drug use in the parkades. However saying that, when i do park there in the daytime, I am pleased to see how clean they are and almost always see a security person around somewhere.	4/12/2014 4:28 PM

## Parking Survey

396	There is no way that I can be encouraged by the suggested idea of using a parkade "within 3 minutes walk" as a parameter. Even if only 3 minutes one way, that's 6 minutes return, plus cruising the parkade to find a spot, walk down/up (or take the elevator), line up to pay. The total time will be 15 minutes minimum wasted, when compared to on street. Curbside parking availability is not that bad and at worst, I have always found a spot within a block of my destination. Using a parkade makes some sense only if one intends to stay several hours in the city. People already use that rational. And as well, with more people biking, walking or taking transit to downtown, the pressure on available parking should lessen....why fiddle with what works???	4/12/2014 4:07 PM
397	improve signage inside parkades and make them feel like they are well run, not vacant. the new signs are nicer but they yell at your with those exclamation marks on everything. a little bit of lipstick can go a long way.	4/12/2014 4:01 PM
398	To my knowledge parkades are cheaper than on street parking. You have done what you can from a financial incentive perspective. It is cheap to park in Victoria. To solve your capacity problem I don't understand why you are focusing only on the parkades - you must have a longer term vision which must include bicycles just as every other city is doing. Victoria is ripe for this ... begging for it even. The only things I like in your proposal are the shift of elected officials to use parkades, make parkades free like street parking at night, and maybe make the first hour the SAME as a street metre and provide some easy access/exit spots for this. The rest of the suggestions are overly complicated compared to just getting people out of their cars.	4/12/2014 3:52 PM
399	People who work downtown pay a reduced rate at parkades. -	4/12/2014 3:21 PM
400	I try to limit how often I have to park DT because of the high cost. You would think that the city would have come up with a cost effective way (if not free) for business owners and DT employees to park while at work during the day. Most business's DO NOT get a parking spot included in their lease. Most Shop owners are having record breaking sales years either and most shop owners don't even pay themselves so how can they afford for rent \$200 parking spot and or pay \$12 - \$14 dollars a day?? Not to mention the employees that make minimum wage and have to work multiple jobs to pay to live in Victoria. The problem with Robins parking lots are both the price and then if you have to work late or your business hours are after 6pm you get a ticket. You can only park on the road for 90 mins and then you get a ticket not to mention it's over \$2 hour.	4/12/2014 1:15 PM
401	lower parkade rates will make a difference.	4/12/2014 1:10 PM
402	Cleaner, better patrolled, better lit	4/12/2014 1:07 PM
403	Valet parking	4/12/2014 12:54 PM
404	offer monthly parkade incentives to downtown business to in turn offer to their employees	4/12/2014 12:50 PM
405	Stop using money as your guiding force. Think outside the box !!	4/12/2014 12:45 PM
406	Have 2 or 3 security staff in every parkade constantly patrolling every floor and stairwell.	4/12/2014 12:14 PM
407	I think that bigger vehicles which often take up more than one space should be charged a lot more than a family sedan which can and does fit into a single space. Without exception, whenever I park anywhere except for the metered spots, there is a truck, van or SUV taking up way too much space and most often two spaces not allowing regular vehicles to park. This is also an environmental issue but would need to be addressed separately.	4/12/2014 12:12 PM
408	Clean up the parkades so they don't smell like pee! Get the junkies out, hire 24 hour security	4/12/2014 11:50 AM
409	Difficult but stop downtown employees parking during free time while at work.	4/12/2014 11:33 AM
410	I absolutely get frustrated in the parkade when I see the same cars everyday parked all day and I end up on the top floor, it defeats the quick trip into town. In the evening I park on the street because the parkade charges a fee, I usually am parking later in the day and the all day parkers are still there. I don't like to be wandering to the top floor (Yates) or the bottom of the basement (Broughton) alone.	4/12/2014 11:06 AM
411	Make security presence more obvious: more cameras, scattered monitors, close back staircases, etc	4/12/2014 10:39 AM
412	the more you meddle with parking and try and squeeze more revenue out of it, the more people will go elsewhere for their needs.... the city of Victoria has already passed the point where the desire for revenue is harming the retail sector downtown, the point will come sooner or later when you realize that if you want downtown to survive, you will need to ENCOURAGE people to visit the stores and restaurants there, which means making it easy and affordable, NOT screwing every dime out of them	4/12/2014 10:32 AM

## Parking Survey

413	You guys are finally on the right Track. Get these above recommendations implemented ASAP. The sooner the better for us Victorians to use our Downtown this summer and also to support all our Downtown businesses. It's about time. Where were you guys before? Asleep at the switch or what? These are no brainer ideas. Who in the Parking authority had the lights turned on???? Did you get rid of some old weight??? If you did it's showing with great progression orientated ideas...	4/12/2014 10:30 AM
414	if not already done, powerwash, paint white and clean	4/12/2014 10:26 AM
415	Have a special offer for residents that live downtown Victoria (and have cars without parking spaces) that encourages them to park in the evenings and Sundays in the parkades. Perhaps it offers them an extra hour grace to remove their cars in the mornings. (sort of a first hour free - but without signing in)	4/12/2014 10:11 AM
416	While it is encouraging that police calls to parkades have been reduced, crime cannot be eliminated, and parkades are inherently sketchy. Too bad that's the way it is, but that's life, and "reduced" is not a good enough result for me to use them at night. It is just simply not an option for a teeny person like me, and I am not interested in having my car broken into, or peed on (again). Thus, if I want or need to go downtown at night, I look for on-street parking only—it is, as far as I'm concerned, my only option, and I generally do not have difficulty finding a spot—even if I have to walk for a bit, that's okay.	4/12/2014 10:09 AM
417	We live close enough that mostly we walk to the downtown area, but the majority are not so lucky and everything possible should be done to make parking easy and accessible. First, post rates and free times once you implement the changes. Right now it seems to be insider info to know that you can park in the evening for a toonie and for free on Sundays. Visitors and a lot of locals have no idea, so a bigish sign saying 1st hour free, free evenings from 6 PM and all day Sundays etc might help get them off the streets, so to speak. The blue "P" direction signs might have a subscript "1st hr free"? You might want to make more of a differential between the parkade rate and on street rate to make parkades more attractive. People who come downtown for an appointment, a bit of shopping or whatever might decide to stay for lunch or whatever if the extra money for additional parking time is relatively minor. You might want to reconsider your proposed parkade rates to something like: 1st hr free 2nd hr (or part thereof) \$2 Additional time 0.75 per 30 min or 0.25 per 15 min ?? The lost revenue from lower rates might be offset by higher/longer usage. If you make the difference between cost to park on street and the parkade rate significant, it should become a no-brainer to choose the parkade. Good luck.	4/12/2014 10:00 AM
418	do not allow retail/restaurant workers to use all of the on street parking on Sundays - they arrive early, occupy the majority of the on street spaces and leave little room for customers. Encourage use of public transit for workers in the city.	4/12/2014 9:58 AM
419	Consider rail and skytrain transit in long term planning rather than bandaging a problem that will get worse each passing year.	4/12/2014 9:58 AM
420	Make them free at all times as many cities do.	4/12/2014 9:51 AM
421	Make it cheaper to park and the people will go there. I am going to malls more and more often because I am so sick of the cost and the availability. No wonder downtown businesses are hurting!!	4/12/2014 9:46 AM
422	The parkades must have constant patrols (could be bike patrols) security as I feel unsafe in the parkades at night and also do not want my vehicle broken into.	4/12/2014 9:46 AM
423	By and large, I like the parking plan - it seems to be fairly reasonable, and some of the ideas are absolutely brilliant - sending monthly parkers to the roof so that the rest of us have a hope of a space quicker is great. I also generally like the pricing plan of lower rates at the fringes of downtown. The parking card is a brilliant invention. It would be nice if you didn't have to go to city hall to refill it.	4/12/2014 9:45 AM
424	Subsidise annual bus passes for Victoria residents to free up parking	4/12/2014 9:44 AM
425	Reduce parking fees. Also, I don't know if there are safety cameras in the parkades, but I think it would be a good idea. Prominently displayed, of course, since prevention is preferable to punishment.	4/12/2014 9:25 AM
426	No ideas but I philosophically agree with the principle.	4/12/2014 9:14 AM
427	Parkades need to be even cleaner and brighter than they are now. Still do not find it pleasant to walk thru. Although they no longer smell like they used to a few years ago of urine etc.. More visible cctv security cameras that are actually working would be reassuring to parkade users and discourage crime and inappropriate behavior.	4/12/2014 9:08 AM

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428	Clean them up and make them less sketchy	4/12/2014 9:08 AM
429	The stairwells at the Broughton Street parkade don't feel safe to me and stink of urine. I feel safe enough taking the elevators when parking there during the day, but don't use the stairs anymore and wouldn't park there at night. I feel safer parking on the streets in the evening.	4/12/2014 9:07 AM
430	If on street parking spaces are in high demand, then raise the prices.	4/12/2014 9:07 AM
431	"KISS" approach is paramount. Too many variables insofar as rates are concerned is a real turn off. The universal first hour free is a psychological winner. Encourage reasonable "grace periods" as well. It really ticks people off when they are five minutes late and end up paying for a half hour - remember, everyone likes a deal!	4/12/2014 9:05 AM
432	I'm a solo female - I really don't like the idea of wandering around in a big empty structure, particularly at night. I have parked in the Royal Jubilee parkade and that even creeps me out. Maybe paint them all pink or pastels. Maybe have a 'get to know your parkades' day with escorted tours or a 'drive the parkades day' so you can drive in and have a look around without having to pay. I think it would help if every parkade had a human attendant watching security cameras. Basically, I wouldn't want to be in any big empty building at night so parkades are no different.	4/12/2014 9:03 AM
433	People like on street so they can get closer. The problem is laziness; nothing more.	4/12/2014 8:59 AM
434	Close government street from vehicle traffic - creates unnecessary congestion and the start and stop for people in vehicles searching for parking spaces is not friendly to people on foot and tourists. Parkades are too high cost compared to street parking. Parking in a parkade is my last ditch because of the cost, smell and inconvenience.	4/12/2014 8:58 AM
435	It takes too long to get out of the parkades. In part this is because the signage for rates is not until you're at the pay station. If this was available sooner, people could use their time in line to work out what they owe and find the app	4/12/2014 8:58 AM
436	Can't quite figure out what I'm missing. Lately, each time I go to use the parkades they are at or near capacity, so no, keep them on the street, in my humble opinion.	4/12/2014 8:53 AM
437	I think that if the prices of the parkades were cheaper than the prices on the street (and that this was advertised) that it would encourage motorists to use parkades. I don't think that by simply raising street parking rates will encourage people to continue to come downtown and parking in parkades. I think that by also making the parkades lighter, brighter, cleaner and with more staff you will also encourage their use. Johnson street parkade in particular is very dark and right behind Our Place, and there have been a number of times where I have used Yates parkade, exited to Bastion Square, and have seen used syringes on the ground and stairs. People will always be willing to pay a few more dollars for their perceived safety.	4/12/2014 8:50 AM
438	I believe this will always be an issue regardless of how you go about it.	4/12/2014 8:45 AM
439	.	4/12/2014 8:37 AM
440	Like I said earlier make all parking downtown time limited but free with the costs borne by the merchants and businesses that benefit from the customers	4/12/2014 8:34 AM
441	Randomly choose one motorist to receive free parking hourly throughout the day - sort of a lottery - if people felt there was a chance they might be parking for free they it might tip the balance in favour of parkade parking. Be sure to follow up with occasional publicity to demonstrate that it actually happens.	4/12/2014 8:33 AM
442	a substantial reduction in the hourly (and including a 15 minute increment) parkade rate would be an incentive to use a parkade versus a higher priced on-street parking space	4/12/2014 7:55 AM
443	Remove free parking for city officials overall.	4/12/2014 7:49 AM
444	As a monthly pass user, I think it would be extremely unfair to force us to the upper floors of the city parkades when during off peak times (Christmas for example), we ensure that there is a ongoing monthly money stream going into the parkade.	4/12/2014 7:43 AM
445	Make them n/c at night & weekends(not free - paid for by taxes). First hour n/c.	4/12/2014 7:42 AM

## Parking Survey

446	Rates should not be increased anywhere. Enough taxes have gone up already. For your information, a lot of people are starting to leave BC as a result. It's become a very unfriendly place to live. Paying more is justify if services are improved. There is a limit to making people pay more for less. Street parking is a nuisance, most cities do not rely on it and have parking lots. Victoria does not have enough of these parking lots (it makes no sense for government officials and staff to have to park on the street, they should have parking space adjacent to their work location). As for the regular public, you don't have enough parking lots either and shifting your policies and make them more attractive will end up having such parking lots full at all time.	4/12/2014 7:38 AM
447	Lower cost. Online count of free spaces. There are many mobile app developers in the parking industry, have something built to show where parking spaces are available since you have the data.	4/12/2014 7:37 AM
448	1) no all-day street parking. 2) 90 minute maximum for street parking 3) brighten up parkades with some light colored paint	4/12/2014 7:36 AM
449	First hr free in parkades would be a top thing for a lot of people	4/12/2014 7:33 AM
450	Signage that says FREE wherever we can. so if we go first hour FREE, make sure we have large signs that say FREE at the parkades, and maybe on the street meters. Every time a person pops coins into the street kiosk, he/she ought to see the sign that reminds them of first hour free.	4/12/2014 7:29 AM
451	You must offer visible, immediate rewards to be used that day. Example: One free coffee at Starbucks, T/C newspaper free. Put Closed Circuit TV to watch entrances and exits for safety and reduce crime. Wash the areas at night to remove the odour of vomit, urine and drug activity.	4/12/2014 7:18 AM
452	I am not in favour of any of the ideas involving spending more money on the wrong fixes. People avoid the parkades because of the safety and cleanliness factor, you mentioned nothing addressing those issues.	4/12/2014 7:11 AM
453	Bottom line, make it cheaper and give the first hour free to everyone. Also build more parkades.	4/12/2014 7:05 AM
454	The biggest problem with parking in parkades is getting stuck in line to enter behind someone who doesn't understand how to use the machine. It seems simple to most people, but there are a lot of idiots out there.	4/12/2014 7:04 AM
455	Yep. Put a different pay by foot machine on each level and decrease the cost of parking as you go up floor by floor. Even make the roof first hour free.	4/12/2014 6:36 AM
456	Make them cheaper	4/12/2014 6:24 AM
457	create a tiered pricing for those who "pay on foot" and those who do not to encourage streamline exits. this policy is similar to other larger organizations such as airports.	4/12/2014 4:29 AM
458	It would be reasonable to offer elected officials parkade parking passes as opposed to on street parking.	4/12/2014 2:39 AM
459	Pay by phone. credit card "tap" pay NTrust	4/12/2014 12:30 AM
460	Make it cheaper or free.	4/11/2014 11:00 PM
461	Go back to offering free spaces to those who have shopped and spent downtown. The Bay used to allow this and now you have to give a pint of blood to prove you actually shopped. lame	4/11/2014 10:57 PM
462	I personally would not park in the parkades in the evening, for safety reasons. The people that are hanging around the parkades are very intimidating and I don't feel safe there.	4/11/2014 10:42 PM
463	Decrease cost and bring back a presence at the parades. In getting rid of the attendants it feels unsafe and unprotected. I understand there are security but I rarely to never see them.	4/11/2014 10:02 PM
464	I've always thought that parkades were more expensive than street parking. Making pricing lower and advertising the lower price would help to minimize the price confusion.	4/11/2014 9:49 PM
465	For a period of 6 months to 1 year, give 2 hours free. This is not sustainable but something extremely beneficial will have to be done to get people to change over from street parking to parkades. Parkades are the better option as it will take stress off people who are constantly stressed over their meters running out as they shop.	4/11/2014 8:24 PM
466	Eliminate all parking downtown and make buses free. Build safe and secure bike parking, not just a place to lock a bike to, they get stolen all the time.	4/11/2014 7:03 PM
467	None	4/11/2014 6:46 PM

## Parking Survey

468	some store merchants are really cranky when I ask for 1 hour free passes. do they pay a lot for them or what? I think better marketing and awareness of parkades as an option. I have several friends who don't know they exist, or don't realize there are options beyond the Robbins lots, or they don't know about the first hour free pass.	4/11/2014 6:31 PM
469	Motorcycle parking with lower rates. Ticketing large cars in small car spaces. Allowing motorcycles to share spaces with small cars.	4/11/2014 6:08 PM
470	On street parking increased to \$3.00 per hour. 25¢ for ten minutes. Maximum stay of one hour. Also increase fines. I heard one woman say she's from Oak Bay and had no intention of paying her ticket. How often does that happen?	4/11/2014 5:00 PM
471	I liked the idea of charging for parking on the street in the evening... Even a flat rate of \$2 would make a difference. What happened to this suggestion? This would be an extremely effective way to get more people to go into the parkades. What about continuing to convert on street parking to bicycle parking, electric vehicle parking, car share co-op parking?	4/11/2014 4:56 PM
472	Advertise more! Use the city garbage trucks or any vehicle that has high consumer visibility in the municipality for people to read. Stress that they are secure, staffed by people.	4/11/2014 4:35 PM
473	if you make the parkades cheaper than street parking people will likely use them more	4/11/2014 4:29 PM
474	I think your current ideas are EXCELLENT!!! Please PLEASE implement them.	4/11/2014 3:59 PM
475	You are on to something with first hour free in all parkades. Also what about local rates? For example give downtown residents a bit of a deal in parkades (outside of monthly parking) to encourage them to stay out of the street spots?	4/11/2014 3:18 PM
476	provide discounts on rates & passes for business owners, reduce rates or introduce a frequent user program	4/11/2014 3:16 PM
477	I would suggest standardizing the form of payment for all City parkades- in some parkades, users collect a ticket before entering while in others, users pay upon exiting. I have seen many motorists confused by this- for instance, pulling up to a exit station to pay and not having a ticket with them which they were supposed to collect upon entering. The non-standard rates for overnight parking are also confusing (as far as I am aware, they currently vary by parkade).	4/11/2014 3:11 PM
478	Reduce parkade rates	4/11/2014 2:59 PM
479	Work with businesses to help educate their staff not to park on the street when working downtown. Work with businesses to educate the community the benefits of parking in a parkade.	4/11/2014 1:53 PM
480	Pay by cell!	4/11/2014 1:50 PM
481	Have a security person roaming at each site for customer safety.	4/11/2014 1:20 PM
482	Reduce the prices of parking. You certainly don't have to pay for parking at any of the malls or other places outside of the downtown core. The downtown core has a lot of empty stores, undesireables sitting on the streets, pan handlers and the like which is enough to discourage anyone. If you want to get the people downtown, make it cost effective so everyone can enjoy the opportunity to shop and enjoy the restaurants and inner harbour to increase overall attendance and improve the viability of downtown. Also, make the areas a little farther away, longer parking time - 1 and 2 hours free parking is not enough on a Saturday if you want to spend the day downtown and you have to drive into th City. Thank you.	4/11/2014 1:19 PM
483	Don't allow people to use them as bathrooms and garbage dumps... Lower the rates to something more reasonable, and make it consistent between all of them. While you may think two bucks a hour is a reasonable rate, perhaps it is for the first hour, and then additional hours within the same "parking period" could be reduced. E.g. I park for 2 1/2 hours to go to a meeting, so it would cost \$6. Since you are guaranteed the income for me having to pay for 3 hours, perhaps \$2 for the first hour and \$1.50 for each of the next two hours might be more reasonable.	4/11/2014 12:34 PM
484	make them safer, brighter and cleaner. Increase security staff and patrols, lower the prices	4/11/2014 12:31 PM
485	Was a pain to keep running back to the parking spot on the street & moving it to another location. Should have option like other cities to put more \$ into the parking meter while staying in the same spot!	4/11/2014 12:23 PM
486	make parkades free after 6:00 as well.	4/11/2014 12:21 PM

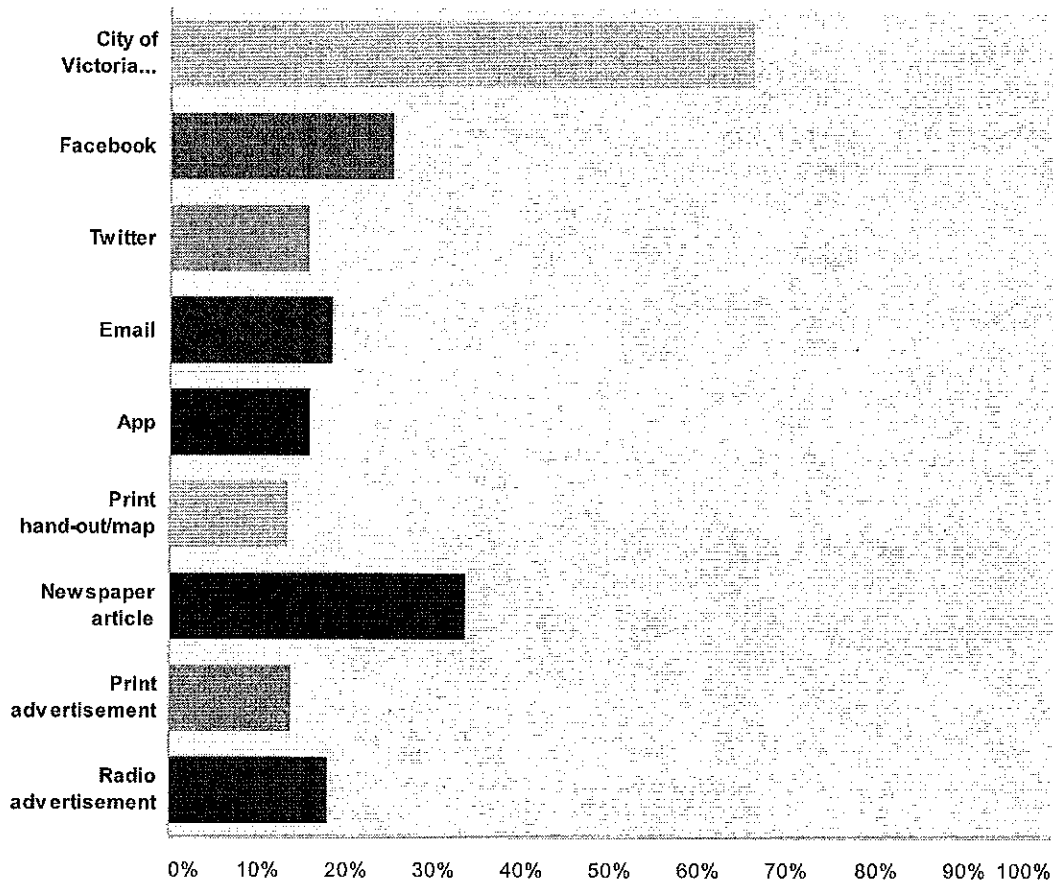
## Parking Survey

487	Make it cheaper than on-street parking during the day (first hour free perhaps - this will help people who don't know the actual price of on-street vs. parkade parking. Everyone can figure out easily that a free hour is cheaper than a paid hour! Also, don't give away parking for free at night in parkades. A nominal fee is fine, but not free. It establishes the wrong message, and people should pay for the service they get. Similarly, I would strongly urge the City to begin to charge for on-street parking at evening and on Sundays, even just a nominal amount (say \$2 for the night or for all day Sunday). We must get the message out that you pay to drive - it shows downtown has value.	4/11/2014 12:18 PM
488	Lower rates.	4/11/2014 12:16 PM
489	I strongly believe that offering the first hour free to all parkade users will be great. Currently I buy the coupons for my clients. I tell my staff to offer them to all customers. Sometimes the staff forget and the client returns and asks for one. It is like we are trying to make them jump through so many hoops just to get the first hour free. I strongly believe that monthly parkade pass holders should be made to park on the furthest spots available. I can only imagine they are receiving this pass as a perk. And many of them in the service industry .... serving people that keep their business afloat! Why wouldn't you want the best for your customers! Plus the extra 20-30 feet you have to walk every day ... its good for you!	4/11/2014 12:12 PM
490	More signs downtown directing motorists to parkades, more City parkades - seems they are all Robbins which are too costly. Some on street parking should be unlimited, as in, you can pay after returning to your vehicle like in a parkade. Frustrating to lose a sale because a customer has to run back to their vehicle because their parking has run out. Perhaps the ability to top up your on-street parking via a phone app.	4/11/2014 12:10 PM
491	There is a consensus that drivers are price-sensitive, so I support efforts by the City to implement increased pricing/dynamic pricing to free up spots. Ideally, moving people from parking on street to garages will free up some room for more cycling facilities and reduce road congestion. However, the City's politicians need to stay strong and weather the initial outrage that follows any parking changes. It is probably better to time such initiatives after an election cycle, not in an election year.	4/11/2014 12:09 PM
492	Free for motorcyclists. It always sucks when one motorcycle takes up a normal parking space (not the small spaces). This is coming from a motorcyclist!	4/11/2014 12:04 PM
493	Safety and security and price and availability. Ou	4/11/2014 11:19 AM
494	charge for night parking on street.	4/11/2014 10:50 AM

# Parking Survey

## Q22 How do you prefer to receive information about parking downtown? (Please check all those that apply.)

Answered: 963 Skipped: 93



Answer Choices	Responses	
City of Victoria website	66.15%	637
Facebook	25.34%	244
Twitter	15.68%	151
Email	18.28%	176
App	15.89%	153
Print hand-out/map	13.29%	128
Newspaper article	33.54%	323
Print advertisement	13.71%	132
Radio advertisement	17.86%	172
Total Respondents: 963		



# Parking Survey

## Q23 Do you have any additional comments?

Answered: 407 Skipped: 649

#	Responses	Date
1	The scooter guys are absolutely impossible to deal with. I watched one measure the distance from tire to curb 4 times before deciding it wasn't too far out. It was a small car!! (Noted from Q5: Ease of parking in space allotted, safety and cost were all selected on print survey as top factors for parking downtown.)	5/6/2014 10:14 AM
2	Monitor scam people @ Yates. Plus you need phones in parkades. Need electric signs saying where available spots are. (Note: This information was noted on the print survey next to Q19.)	5/6/2014 10:07 AM
3	See Correspondence: Letter signed and attached to survey.	5/6/2014 9:44 AM
4	No.	5/6/2014 9:09 AM
5	re: question 22, Print hand-out Map would be good for tourists, and I suppose the occasional old person who wants to read it.	5/2/2014 7:20 PM
6	beeping alert systems to warn pedestrians of vehicles exiting parkades, where visibility is restricted	5/2/2014 7:19 PM
7	Let taxis park at all fire hydrants for free. The space is wasted. The taxi can quickly vacate the space when necessary. Get rid of "neighbourhood parking only zones". I resent being unable to park on public streets that are reserved for residents only. If it is necessary to give unlimited parking to residents, then give them a special permit for their windshields. The rest of us should have two hour parking, metered or not, at all times. Example: I drove my Ontario visitors to James Bay to see Emily Carr place and could not park anywhere near it, despite the street having multiple spaces available. The signage is "Resident Parking Only". On another occasion, I parked across from the Harbourside Hotel for five minutes while picking up a parcel and got a ticket. I live in a condo and paid approximately \$10,000 for my parking space. Why do I pay for free parking for "resident only parking"?	5/2/2014 4:12 PM
8	I came to this survey to provide input on secure bicycle parking. Not one question on this essential service. Cycling matters cannot be dealt with as an afterthought in transportation and parking planning. Rather, planning for cyclists, as well as pedestrians has to be a routine part of an integrated planning process.	5/2/2014 1:18 PM
9	I need more bike racks.	5/2/2014 10:56 AM
10	I find the Robbins lots change machines terrible. Many times I go to park and it won't accept my change. I do to have a credit card. So I have to call. Get an honour note on my car and drive all the way to Robbins to pay it. Better maintenance of those machines would be great.	5/2/2014 10:39 AM
11	Thank you for creating and maintaining a vibrant downtown community.	5/2/2014 10:25 AM
12	Victoria has more than enough parking - too much in fact. Many of the surface lots are a blight - they detract from the attractive and inviting built environment we need to foster downtown. And parking is cheap - affordable and reasonable. Prices need to edge up in fact, and costed to reflect and shape transportation goals and policies- including established aims to increase walking, biking and transit. There's free parking spaces available all around the edges of downtown - from Capital Iron out to Rockland/ChristChurch to Jutland. Free and cheap parking generates more motor vehicle trips, and thus exacerbates the traffic, congestion and 'no parking space for me' problem that people complain about. Parking policy and pricing should not be seen in isolation of those larger goals, to encourage and support mode shift away from single occupancy vehicles.	5/2/2014 10:18 AM
13	see 21	5/2/2014 9:23 AM
14	Not sure about free overnight parking: does that suddenly create demi-permanent spaces for owners of small condos without parking of their own? Is that a problem? Hmmm. Anyway - do what you can to drive us into parkades - but if you can please fix traffic flow in Yates Street and perform an exorcism at Johnson St., I would be most obliged.	5/2/2014 9:22 AM
15	If I am downtown all day for work, I often choose a private parking lot because the prices are more competitive. If the City of Victoria lowered their prices, I think you would get more business!	5/2/2014 8:57 AM

## Parking Survey

16	Institute a system where people can pay for parking by phone if they wish; Vancouver has a great system where your phone is connected to your licence plate and credit card. The send text messages when your parking is about to run out; then you can renew your parking if necessary. The worst thing about parking downtown is the sky high rates and the ticketing the minute your meter runs out. I had a friend that was ticketed just after she parked on her way to go pay for her parking at the station. That is ridiculous. That is exactly why most people hate parking on the street in Victoria.	5/2/2014 8:55 AM
17	This is a great city and shouldn't be darkened by something like parking. Make parking cheaper and more convenient (such as cards) and get the commissioners to help market the parking services and get information out to people. They are often seen as an evil necessity, but if they become more personal and can provide information, it will help bridge that gap.	5/2/2014 7:50 AM
18	To the City of Victoria about Parking Downtown for Cars and Bicycles, I am a huge patron of the downtown core stores and have been for years. It seems to me that parking has actually gotten even more difficult, recently. I believe that there are Too Many Booted Meters with the No Parking 24 hours on them. These are the ones that I noted within a few blocks radius, just the other day: 2 on Broad btw. Yates and View Str., All of View btw. Broad and Government Some on Langley A bunch on fort street between btw. Government and Douglas A few on Yates, just below Government Those were the ones that I wrote down that were all within a few blocks. There should really be a much stricter limit as to how many of those No Parking Boots the city is selling! I heard the discussion on CBC about encouraging people to use the parkades more, but those are often full and not always convenient. While we're on the subject of parking I also want to mention that there are still not enough parking places for bicycles. As much as this city promotes biking... the bike locks are still far too few and not frequently placed enough! I am constantly concerned and disappointed by the lack of and the difficulty parking downtown, for cars and bikes... and also I am completely against all of those ridiculous tour buses stopping on Government Street to pick up all of the cruise ship people who are lined up, when they could have walked back to their ship... What happened to the idea of closing down Government Street to traffic on specific day and especially in the summer! I would have come to the City Hall for your Parking issues public meeting on Friday, April 25th but I had to go to work, so that was not the best time to have that meeting in order to be available to the general public. I appreciate you hearing my thoughts and concerns about these issues and hope that they can be addressed and improved for us patrons and tax payers!!! Thank you, Lisa Tyler	5/2/2014 7:46 AM
19	what if we can use parking card to pay when we use the parkades too. and what a stop for family with baby , or family spot in they have child under 12	5/2/2014 7:25 AM
20	Move free parking time to 5:30 so that parking for restaurant meals etc. is free. Workday ends at 5pm, why does workday parking end at 6?	5/2/2014 6:04 AM
21	Victoria has a very poor reputation when it comes to parking meter enforcement. I have worked in tourism and in downtown for 20 years. I advise any visitors to shop at the malls if they are driving a car. I have been to hundreds of cities around the world. I have never witnessed such zeal and efficiency displayed before as the scooter patrols here in Victoria. It is a despicable way to generate funds for the city. There should be at least 30 minutes free parking on street at all times. It's ludicrous to have to pay a dollar to run into a store to pick up dry-cleaning or shoes from repair or have a key cut etc. Many business transactions are done within 10 minutes. It doesn't cost \$1 in fuel to drive to Mayfair mall where one can park for hours if necessary. Who wants to linger over lunch downtown and risk a ticket? The current system penalises those who can least afford to pay the fines. The wealthy see the fines as part of their lifestyle or a cost of doing business. It is obvious by the excessive revenue generated by fines, that it is not a deterrent to those who can afford to pay the fines, so it does nothing to free up parking on street. Fines should not be payable online. To deter those who park all day on street, make payment of fines inconvenient and only in person, and at City Hall. If you are going to encourage parkade usage, then do what is done in other countries and have continuous foot patrols by uniformed Security on each level. Also reinstate free parking (2hr) as it was previously. I'll walk a mile before I'll pay for parking, but unless there is not store at the Mall where I can get what I want, I avoid downtown, and encourage others to do so, because of the overzealous parking enforcement and costs.	5/2/2014 2:36 AM
22	Good luck. I think it's great that you are getting input from the community. The solutions to the problems with parking downtown are rather obvious and would require the co-operation of the business community. For example, if the City offered free parking on Saturdays, it would be interesting to see the uptake in activity. It would give the business community the opportunity to offer sales and promotions and events on those free Saturdays and bring people from the malls back to downtown.	5/2/2014 12:47 AM
23	Love the free 2 hour parking on government and discovery.	5/1/2014 10:00 PM

## Parking Survey

24	Parking is always controversial so whatever you do not everyone will be happy. Appreciate the opportunity and focus on continual improvement.	5/1/2014 9:58 PM
25	My car has been broken into more than once in city parkades better surveillance with camera would go a long way towards getting me to use them more. Walking patrols are not enough.	5/1/2014 7:01 PM
26	Definitely support having some sort of indicator system for parkades (but realize this is \$\$\$ to implement). European parkades have these and they're great. We used parkades exclusively when we're there (clean, lots of info & pay before returning to car - very simple).	5/1/2014 6:40 PM
27	I stopped "shopping" downtown a long time ago . . . forced out by too many tickets and having to worry about getting a ticket, and by good shops closing and panhandlers on every corner. Downtown has changed and it's not the downtown I 'grew up in' It reminds me of Hastings in some locations. The main drag of a capital city should not be lined with pizza places and 7-elevens.	5/1/2014 6:16 PM
28	I know having parkades manned and adding more lighting means an added costs. And manning the parkades would also mean ensuring that the homeless stay out of there. But if it was cheap enough, it would get me to move over there. Safety is a HUGE issue of why I've never used them—especially as a single woman going to their car alone in the dark. And if someone was following you, you literally have no where to go. Especially if your car is up top. And you can't have a "doorman to accompany you to your car" unfortunately... I realize that is simply not cost-effective. Also I am not sure if you have cameras there or not, but it would also be a good idea.	5/1/2014 6:16 PM
29	The maximum 90 minute rule on street parking is crazy. Downtown businesses are struggling but 90 minutes doesn't give shoppers much time to shop. I avoid parkades because they are usually full and/or the parking spots are so tight and I end up getting my car doors dinged with the person next to me opening their car door. I will gladly pay a premium price to park on the street but I want to be able to park for as long as I want/need to.	5/1/2014 4:52 PM
30	Create more bike parking, more secure bike parking, and better advertising of the amenities. As well, improve information around encouraging people to use alternative forms of transportation for getting into town, such as bicycles. Two or three paid shower locations near larger bike parking areas might also encourage more folks to bike, but I appreciate this would probably cost the city rather than create an income source as does parking.	5/1/2014 4:01 PM
31	The parkades could be much more cost effective to the city if they had automated payment systems instead of employees. These jobs could be reallocated elsewhere in the city to provide services that can't be easily automated! Signage for parking rates in parkades are few and far between - I have no idea what parking costs at any time of day. Used the parkades much more often when they cost less to park in the evenings. \$2 is a lot when on street parking is free, so people drive around looking until they find a free spot.	5/1/2014 3:42 PM
32	Why are we not making it compulsory for new buildings to include on site parking as is done in many other cities?	5/1/2014 3:34 PM
33	Parking is such a hassle. Make it more affordable. I love our downtown but it is stressful to park ALWAYS.	5/1/2014 2:35 PM
34	parking in the garages at night should be 7 days a week, This is much clearer. the parking limit of 90 minutes for shoppers and attending restaurants is not adequate . The Time should be extended to at least 2 hours. I am not in support to any increase in fees at this time because of the impacts when so many stores are empty	5/1/2014 2:34 PM
35	Saturday and Sunday should be free with a two hours limit to encourage people to come shop downtown during the weekend instead of going to mall where they get 3 hours parking free! We need to bring the consumer back downtown especially the weekend when most people are off work! Saturdays being a pay day really hurt the downtown businesses!	5/1/2014 2:00 PM
36	don't charge \$5 for the parking card	5/1/2014 1:57 PM
37	Encourage more people to cycle and take transit downtown and the demand for parking will decrease, right? Also have secure bike parking very visible in parkades on the main level. Block off a whole section for this, paint it bright colours and have lots of lighting.	5/1/2014 1:41 PM

## Parking Survey

38	Please do NOT move the Female Monthly parkers (those of us who pay for this convenience) to higher floors as this will compromise our safety and security when returning to our vehicles on higher floors at night after work. As a female this can be very detrimental to my personal safety in the elevator or in the staircases. I think the basement spaces should be saved for the female monthly parkers and the male monthly parkers could be moved to higher floors as they outnumber us anyway. As a business worker downtown I financially support not only the city parkade, but numerous restaurants, retail shopping etc,etc on a daily basis and should not be penalized by being moved to higher floors. I hope you will take this into serious consideration. Thank you.	5/1/2014 1:40 PM
39	I definitely do not think that on-street parking should exceed 90 minutes. most of the time people are coming downtown for a couple of errands and if they need to stay all day they will park in a parkade, take the bus or park near cook street and walk into town. I remember hearing something about have a transit bus for just downtown. Free for people who work downtown to get to meetings etc. Would be great for tourists even if it was a daily fee of \$5 for tourists. The on-street parking machines also need an upgrade. I often use a reloadable visa card and the machines do not take these cards. yet I can park in a Robbins parking lot and the card works.	5/1/2014 1:39 PM
40	I really miss the thrill of finding a meter with time still left on it. Especially when you consider that any given space may actually have time left on it but you would never know unless you happen to see the person pull out. Chances are, that space is actually being paid for twice for overlapping time.	5/1/2014 1:37 PM
41	Happy to see you are performing a review. People should have to pay to occupy the prime spots in downtown. Encourage people to walk, bike, take transit and use parkades.	5/1/2014 1:31 PM
42	Thanks for doing this survey! I think that overall the recommendations are excellent. I really like the idea of having variable rates on spaces depending on their locations. I am happy to park a little further away if it means I pay less.	5/1/2014 1:30 PM
43	I have already sent in a fully completed survey but wanted to add these comments today because of what I heard on the radio - 100.3 - I know we have freedom of speech but... Somehow you have to address the ad that First Response Glass is airing (quite often) - in which the ad basically says that if you park in parkades your windows will be smashed.	5/1/2014 1:24 PM
44	It's good to have a parking strategy, but the best strategy is instead of trying to entice people to drive into the city, have them live in the city in the first place. Obviously we need parking, but cities that desperately try to woo suburban shoppers away from their suburban malls with free parking and into the city generally always fail. What makes the city attractive is its density and walkability, easy car access and parking generally runs counter to what makes a place walkable. Basically the ultimate parking strategy is to have fewer people driving into the city and needing parking. This can be done by increasing density in and near downtown, increasing transit access and attractiveness, and continuing to put pedestrians first when planning infrastructure improvements downtown.	5/1/2014 1:00 PM
45	You need to do something about the cost - it's way too high. I can go to Uptown or the West Shore and park for free for hours. You are not making me want to come downtown. I have lived here all my life and it saddens me to see how scuzzy Victoria has become. I used to come downtown to shop and have lunch every Saturday but haven't done that for a long time. People with mental health issues, people passed out on sidewalks, doorways that smell like urine, expensive parking. And that stupid bridge is costing way, way too much! No one seems concerned that the Bay Street Bridge is going to collapse in an earthquake!! Thanks very much for listening...	5/1/2014 12:45 PM
46	We need to help our businesses downtown. They are suffering and raising parking rates push people away to areas that offer free parking like Uptown and Langford.	5/1/2014 12:39 PM
47	As a resident of Victoria, I generally am seeking free parking in a situation where I don't need to fear ticketing. Nothing soured my downtown experience like a \$25 parking ticket.	5/1/2014 10:08 AM
48	I have to say, I came in to reload my parking card and saw these blue handouts titled, "How Can We Improve Parking Downtown?" My first thought was, "Holy cow. Did they really need to incur the expense of printing this on heavy coloured cardboard?!" I'd have responded just the same if it was printed on a third of a sheet of paper that I could have grabbed on my way by. Dumb comment, maybe, but we already don't have a high level of trust or respect for how our elected officials are spending our money so, maybe, every little action makes a difference; if only in perception ...	5/1/2014 10:05 AM
49	Having 15min free street parking to would encourage those parking in the street to keep their stay short.	5/1/2014 9:54 AM
50	I stay away from shopping DT because of the high cost to park and only go there when necessary.	5/1/2014 1:24 AM

## Parking Survey

51	Seriously people - elected officials should be paying what citizens pay. I trust it's a taxable benefit at least. Re: question 22 - Check out the parking app for the Town of Banff. Why would you (or anyone else) wish partner with the DVBA to develop training programs? Surely the City knows how to train people already, or would hire in bona fide professionals from this field. This survey seems rather weak, sorry.	4/30/2014 10:55 PM
52	No	4/30/2014 2:30 PM
53	more careful management of mix between short term and long term parking in parkades, increase number of monthly (or even quarterly with a slightly increased discount) spaces, longer term agreements	4/30/2014 2:18 PM
54	For god's sake, don't get bullied into making parking cheaper.	4/30/2014 9:50 AM
55	lower rates for monthly parking and yearly parking	4/30/2014 9:38 AM
56	n/a	4/30/2014 8:15 AM
57	please make the spaces really clear, and have the system better explained. if you are a tourist and or old-the parking is a REAL CHALLENGE. it is easy for all of you -you speak park language.	4/30/2014 7:44 AM
58	This city has a very aggressive and strict ticket enforcemtn team, and they no doubt effect the quantity of visitorS in the core.	4/29/2014 10:26 PM
59	Be able to add time or pay for parking with your mobile device	4/29/2014 8:49 PM
60	Utilize more bait cars in Victoria. Improve the appearance of parkades inside and outside - street art perhaps ( <a href="http://www.streetartutopia.com/?p=12306">http://www.streetartutopia.com/?p=12306</a> )	4/29/2014 8:09 PM
61	As a Retail Business owner in the Downtown core, I would like to see programs that other cities have implemented. I have heard that in San Francisco, some Retail Stores will charge your city parking card for a value of a percentage of your purchase ie; 2% of your \$100 purchase is \$2 back on your city parking card. This way shoppers can have the retailers pay their parking.... I for one would be into supporting this idea. The city of Victoria would have to find a way for retailers to be able to issue and recharge the city parking cards....	4/29/2014 2:25 PM
62	-Decrease on street time limit to 30 mins (maybe even eliminate fees for parking on street but increase ticket enforcement) -Trolley system for picking people up at parkades and dropping them around downtown -Fix the attitude of the commissionaires and the parking review office because after 1 experience with either you will drive away people from coming to the downtown core).	4/29/2014 2:13 PM
63	Good idea to make downtown parking as convenient and cheap as possible while encouraging turnover - otherwise Uptown and West Shore will be growing magnets. Now please tackle extreme overuse of 'Residents Only' zones throughout the city. The streets belong to all taxpayers but many give up on local retail and dining (eg skip Fairfield Mall and drive to Hillside Mall - through serene, near-empty Residents Only streets in the daytime).	4/29/2014 12:16 PM
64	I have bilateral hip dysplasia and I walk with a cane. I rarely go downtown as I don't find it all that accessible. Last December I was sent by my work to pick up a floral bouquet at Flowers On Top on Broad Street. When you use a cane you are one-handed and carrying something fragile like that for a few blocks in the rain (streets and parkade floors can be slippery against a cane tip) and into a parkade is a challenge. I parked in a commercial loading zone just outside the door of the business because I was supposed to be one minute. Some dingus saw me coming, raced into the store before I could get there and took forever to pay for his flowers. He and the clerk at the store watched the commissionaire give me a ticket. Yes, I deserved the ticket, and I paid it with no argument. As a result I don't really want to come downtown because I can't park near where I need to be. I need to be able to park close to businesses if I am on an errand. In the interest of independence I want to be able to do things like pick up flowers. There aren't a lot of 'wheelchair' spaces on the street, and good luck getting one if there are any. I will choose businesses outside of the downtown core with accessible parking. Probably I am a minority, but thank you for considering this comment.	4/29/2014 8:21 AM

## Parking Survey

65	I feel very strongly that the cost of parking downtown is an imperative issue. With so many mall centres around the city with free, convenient parking, customers are drawn away from the city centre. Stops have to be pulled out to do everything possible to maintain and increase the numbers of people using the downtown core. The city centre is already on a slide down and this is a crucial time to be encouraging traffic and consumers; making it more user friendly rather than less. To increase parking rates or to do away with the Sunday/Holiday free parking would be really near sighted and destroy the small businesses, already struggling to stay afloat. Just take a look around the city centres in the UK and other parts of Europe, if you need an example of where Victoria's city centre appears be heading. Please - look down the road ...	4/29/2014 8:12 AM
66	I think infractions should be reduced to reflect the time exceeded. Most people don't intend to exceed the time limits and have already paid as good citizens. The fees are excessive and ruin the relationship people experience with Victoria. Parking enforcement staff should be reduced. Don't compare our fees against major city's like Vancouver. We don't have that kind of population, ie apples and oranges. Offer flat rate annual parking pass to commercial vehicles to better service the downtown.	4/28/2014 10:33 PM
67	Lower the rates; make downtown more parking friendly; don't get hung up on this (parking and fines) being a source of revenue that you can't do without.	4/28/2014 10:19 PM
68	It is great to see the City of Victoria openly inviting public feedback. As opposed to a study or random poll of the general public.	4/28/2014 9:51 PM
69	Would like to see a little expansion of commercial zones. With the recent loss of one on Pandora, construction taking up a lot of other spaces, and various abusers of the zones it can be difficult for larger delivery trucks to find spots. It is also extremely frustrating to find a ticket on your windshield when you're just doing your job.	4/28/2014 8:26 PM
70	I drive a westfalia van. I require 7 feet of clearance. Only the View St parkade provides this. I would use parkades more if they weren't too low. My van is not out of the ordinary height-wise, I'm sure this affects others as well!	4/28/2014 5:36 PM
71	make parking free or you will kill downtown business...Fire the parking communists.	4/28/2014 4:41 PM
72	I find the new meters very frustrating: they often don't work if they are in high traffic areas (buttons don't work) and if you need to add more time (which I understand you can do since you can plug the meter from any meter), it doesn't take into account what has already been paid (ie. I once paid for 1 hour for a dentist, he was running late, so I went out to add more time, and had to start from the top, as if I have never paid anything). That doesn't seem fair to me. In the old meters, if someone left time, it was a nice bonus to get that meter.	4/28/2014 4:28 PM
73	I would like to see reduced parking fees for seniors and the handicapped via issuance of adapted parking cards for such qualifying individuals. Eliminating free after street parking will prevent many older people and people with mobility limitations from enjoying/patronizing downtown establishments. I recommend maintaining this exemption for seniors and the handicapped. For other users, daytime street parking fees are already steep. I support lowering rates to \$1.50 in some instances but do not support raising to \$3.00 in others. I would also like to see rapid transit for the outlying areas such as the South Shore, Sooke, North Saanich, Sidney, with tax deductions available to those who show proof of rapid transit use rather than using private vehicles to travel to and from their places of work in the downtown core.	4/28/2014 4:14 PM
74	On street parking app to pay by phone	4/28/2014 4:01 PM
75	Parking downtown is always a generally negative experience and as a result I try to do it as infrequently as possible. My impression of parking downtown has usually been shaped by parking in a Robbins or Impark parkade for a few hours and paying in the range of \$12 or \$16 !	4/28/2014 2:36 PM
76	Good luck. Parking is a lose-lose battle - you'll never please everybody!	4/28/2014 6:44 AM
77	Why is parking in vancouver so much easier than victoria? I have never had a ticket there and always find a space. Parking enforcement staff are universally offensive and officious; they are the single greatest reason many people stay away from downtown.	4/27/2014 10:12 PM
78	Teach parking commissioners customer services and little respect for people coming to downtown....	4/27/2014 7:48 PM
79	Please read the above.	4/27/2014 3:45 PM

## Parking Survey

80	While I do not support subsidizing parking for greater victoria elected officials when they come downtown, I do support Victoria elected officials parking in the parkades. As a Victoria resident, I want a vibrant downtown and like the idea of mixed use residential and business. Currently the parking policy doesn't support this very well for early evening events where you might want to grab a bite downtown beforehand. Based on my recent experiences visiting establishments in the Fernwood neighbourhood, I don't plan to go back and will likely cancel my Belfry theatre tickets. Adding a \$30 - \$40 parking ticket to an evening's cost is money I can spend elsewhere. I can tell you that no one is checking to see if it's residents parking on my signed street in Bumside Gorge (nor do I wish you to) but it sure is done in Fernwood. I find the free parking on Sundays and holidays just fine for on-street if you are downtown early. Otherwise it's best to go to a parkade.	4/27/2014 11:51 AM
81	I don't think staff need customer service training. Any time I have dealt with staff, they have been incredibly professional (and kind). I come from Philly and believe me, it wasn't like that there! I suggest offering a security guard escort to women in parkades. I've asked security at Johnson St to walk me up to my car and they refused. Safety in parkades is my number one concern if I'm alone.	4/27/2014 8:28 AM
82	Victoria residents would benefit from better rates at parking areas operate by private companies. At this time, it's seems like the lack of competition (Robins Parking monopoly) does not encourage affordable rate to use their parking services often situated in more convenient locations then the city parkades. My suggestion would be: - Transform some of the Robins Parking lots into City run parking with the same rates as city parkades - Make Robins parking oxide by the same rates as the city parking including free parking after 6pm on sunday and stats - Allow for more competition introducing more parking lots private companies to hopefully create a reduction in cost.	4/27/2014 8:01 AM
83	Do not move the times for free street parking back to 9pm. Downtown businesses are already hurting enough without your doing this.	4/27/2014 5:44 AM
84	While disputing a ticket via the website, it would be really handy being able to fill out the information on-site or in a PDF form and be able to submit directly online - instead of having to print the form out, fill it out, and scan it back in.	4/26/2014 11:01 PM
85	I found out about this survey in the local newspaper.	4/26/2014 9:14 PM
86	You are not doing much more than busy work Who is going to fix all you have broken	4/26/2014 6:45 PM
87	Just to add: I avoid downtown due to the parking and would like to see additional parkades build to make it less of a task to go in to down town. It has to be easy.	4/26/2014 6:26 PM
88	To make sure parking offenders to pay their parking fines, when give a ticket take front license plate off and when fine is paid give it back to them. This way police know offenders that have not paid their fines. This is done in some European countries.	4/26/2014 5:13 PM
89	In general, I support attempts to get greater turnover of on-street parking space.	4/26/2014 4:39 PM
90	Create resident Parking passes that allows residents of apartment buildings to park on the street within a 1 block radius of their residence (if parking is not provided by the building) with no time restrictions. Especially for neighbourhoods not in the heart of downtown. Their is no parking for my building on Cook and Meares, and everything surrounding the building is 2 hr. parking, so I have nowhere to leave my car parked for the day, and either have to move it every 2 hrs. (completely irrational) or pay for daily parking a few blocks away (also, completely irrational). It's on the outskirts of downtown, is not an overly busy area, and as a resident i would appreciate being able to park on the street next to the building i reside in, and when i have guests for them to be able to park near the building as well, without being ticketed. Thank you.	4/26/2014 3:57 PM
91	paint lines on the road for on street spots - nobody in this damn town can seem to understand what the size of the spot are.	4/26/2014 3:00 PM
92	Offer the ability to reload parking cards at the machines. Increase timeouts on machines and make the instructions clearer at the machines. Fix button on machine for credit card purchase of parking at machine by Chinatown on Starbucks side. Can't push it.	4/26/2014 1:49 PM
93	Be more lenient especially with downtown business owners who pay taxes. Tickets are so quick with zero leeway and it discourages people from wanting to shop downtown and they resort to malls and shopping centres. Please help ENCOURAGE business downtown instead of scaring people away with parking tickets.	4/26/2014 12:56 PM

## Parking Survey

94	I having come to the 1200 block Government Street daily for 56 years see myself as somewhat of an expert. I agree with all of Ismo's ideas which will help move people into the parkades especially nights and Sundays and holidays when the employees take up all the street parking. The improvements to the parkades are wonderful the lighting, paint and security. Unfortunately all the positive changes to the parking will only go part way to cure the city's ills. People have also stopped coming to town for other reasons, The homeless people have flocked from all over Canada for our housing, food, undisturbed panhandling! So many stores have closed due to high rent and taxes that our downtown retail as lost most of its draw .I am Tom Thompson W. & J. Wilson Limited and I give my consent to disclose my feelings to the Mayor and Council and appropriate staff	4/26/2014 12:55 PM
95	My main problem is the time limit for street parking. It takes me almost 2 hours to get my hair done...and that is past the time limit. To park in a parkade I have to walk around 4 blocks to my salon. So...please, increase time limits- you are still making money!	4/26/2014 12:48 PM
96	Lower ticket prices to reasonable offence amounts. \$10.	4/26/2014 12:42 PM
97	Thanks for creating this survey.	4/26/2014 12:38 PM
98	to # 22 - what about signs in the parkades? You can point out to people the good they're going by using them. A big "thank you!" goes a long way. Don't listen to the whiners- you're doing a great job!	4/26/2014 12:17 PM
99	Victoria should follow Vancouver's lead in encouraging greener modes of transport. In addition to more bicycle lanes and places to lock them, motorcycles and scooters should have more reserved parking and pay half the parking fees of cars. They should also be allowed to fit in as many in one parking spot as possible. See the City of Vancouver's policy here: <a href="https://vancouver.ca/streets-transportation/motorcycles-and-scooters.aspx">https://vancouver.ca/streets-transportation/motorcycles-and-scooters.aspx</a> Victoria should also move to using the PayByPhone app that Vancouver uses.	4/26/2014 12:01 PM
100	I would really like to see parking at on-street stalls become a luxury, and instead have the city strongly encourage alternative methods of transportation. One great thing that I have seen done in other cities is the idea of Parklets, which would allow business owners to turn the parking space in front of their business into public seating.	4/26/2014 11:40 AM
101	Long-term, the city should be out of the parkade business and sell the land off for mixed commercial/residential use. The parkades are unpleasant relics of the 20th century and should be torn down for better land use. Ideally the number of car trips to downtown should decline over the coming decades reducing the need for current parking capacity. Newer buildings could include smaller underground parkades that dampen some of the lost capacity.	4/25/2014 10:14 PM
102	due to the availability and convenience of parking at shopping centres as well as the cost and difficulty of finding parking spaces near where you want to be, efforts by the City to make parking less appealing, such as charging for parking during the evenings as well as less than helpful commisionaires, make visiting downtown Victoria less appealing than shopping in a shopping centre.	4/25/2014 9:46 PM
103	you need more free 15 min loading/unloading zones - like if someone wants to stop at a coffee or sandwich take out or to pick up something	4/25/2014 9:02 PM
104	I rarely go downtown, though I would like to support businesses there. If I park on the street I have to constantly monitor the time, which doesn't leave any room for anything other than focused shopping/eating. (No browsing which translates to more money being spent downtown). It's not a relaxing time. Both street parking and parkades get very expensive. It makes it not worth spending my money downtown when I have to add on the parking costs. I was in a store when a poor man with a child got a ticket on his truck right outside the store. His watch still said he should have time on his space, as did my phone which is accurate. I felt so badly for him. His time hadn't actually run out, and now he had to deal with the hassle of a ticket, and with a child. Not only was that a bad experience for him, but now I will be less likely to park downtown, and trust the time on my ticket as being accurate. Make people WANT to come downtown...don't drive them away!!!!	4/25/2014 8:35 PM
105	Make parking free on Saturdays too	4/25/2014 7:22 PM



## Parking Survey

106	REVIEW ALLOCATION OF ON STREET PARKING Don't see a need for the small, smart car/motorcycle spaces. Rarely see them in use. Allow motorcycles to double or triple up in one space. Don't see a need for special taxi spaces at night. They can double park or wait in all those empty privately owned parking lots all over the city Must stop the "siege mentality" connected with parking downtown on the streets. It is very important to have lots of parking available to keep the vitality and survival of downtown Victoria. Bus service is inadequate, especially at night. Question 9 is impossible to answer as is. If I come downtown in the morning before 11 am it is easy to find a space. Again, from 4 pm-5:30 pm it is easy to find a space. Other times it is difficult.	4/25/2014 6:17 PM
107	I don't shop downtown choosing to go to sub-urban malls where the parking is free. I only park downtown if the venue/business i am visiting is only located downtown.	4/25/2014 6:10 PM
108	Downtown Victoria's retail sector struggles economically and the high cost of parking in Victoria discourages potential shoppers from spending time in the city. I have recently retired and do notice how I am now spending time trying to find more affordable parking in the downtown area or simply try to walk or park further from the downtown metered zones. It annoys me when City of Victoria compares parking costs and practices to Vancouver - how does this make sense, Victoria has a population 65,000 while Vancouver is at 3M.	4/25/2014 5:48 PM
109	If you would like to make the parking experience better you should get rid of the current street payment machines in favor of ones that work better and are user friendly. The current machines have the following problems that make using them extremely frustrating; The buttons are difficult to push and often don't work well The often fail to read credit and debit cards If they don't read the card, you can't just try again, you need to start the whole process over again. I would also suggest implementing a pay-by-phone system such as Vancouver uses, to allow people to purchase more parking time by phone for street parking.	4/25/2014 5:19 PM
110	Make it easier for commuters to park elsewhere out of downtown and take an easy free transit option or their bicycles. Offer some kind of incentive (tax?) for not bringing a car downtown for commuters.	4/25/2014 5:15 PM
111	I heard a rumour that you want to increase paying time on the meters until 8:00 and I think that's a bad idea. I have been a business owner on Johnson. St for 14 years, I also have a shop on Yates. Previous to that I've worked downtown another 13 years. Basically I've been hearing for 27 years that it's a hassle to park downtown. Those comments have escalated in the last 7. It's especially bad now with all the construction. If rates increase or amount of time having to pay it will discourage people even more to come downtown and they'll head to the malls or the dreaded Uptown. It's bad for business and believe me, Uptown has already had a negative impact on both my stores. Parking meter changes should be made after the condo's and the bridge are built.	4/25/2014 4:07 PM
112	Similar to the parkade parking space counters being recommended, consider similar systems for on-street parking that let motorists if parking is available on a given block. This would cut down on vehicles circulating looking for on-street parking (I do this all the time!), reduce congestion, GHGs, etc, etc Also, consider parking space availability information for Smart Phones (either app or mobile site), both parkades and on-street.	4/25/2014 3:21 PM
113	I would spend more money downtown if I didn't have to spend money to be downtown.	4/25/2014 2:16 PM
114	I do not understand the concept of allowing people to park on street all day regardless of the cost to that person. I like the option of the 20 minute parking because often that is all the time I need. A low cost on this would be better because it would encourage people to use it and move. I am noticing that more and more people are parking in the two hour free parking and walking. I love it because it is exercise and I can still park for free. I am not downtown every day so this works for me. Have you surveyed license plates on those block to see if some people are there all day every day? Do not get rid of the free and walk option. this is very important to me. Thanks,	4/25/2014 11:36 AM
115	Provide a range of bike parking and improve transit do people have alternatives to driving downtown. Also, please improve the bike parking in parkades- right now it looks very uninviting (not safe, especially for long term and evening parking).	4/25/2014 11:21 AM
116	Please - don't spend any additional funding on parking and such. Instead, spend the money on cycling infrastructure - bike lanes, secure parking spots, etc. so that people have an alternative. We don't need advertisements, print collateral, signage or fancy machines - just safe spots for our cars, without the draconian parking commissioners. Let's remember - this is a happy, pleasant island - let's try to be a little less Vancouver/Toronto.	4/25/2014 10:18 AM
117	No	4/25/2014 9:54 AM
118	If the City doesn't make parking on street easier there will be more vacant stores downtown. People will go to malls where parking is free for 3 hours	4/25/2014 9:44 AM

## Parking Survey

119	Using the ownership of a motorvehicle as a means to extort money from residents will sour the experience and image what downtown Victoria can offer. You have reached the point of diminishing returns, your costs will increase while voluntary downtown visits will continue to fall. The surrounding municipalities now offer comparative services and do not expect to extort a fee for their use.	4/25/2014 9:20 AM
120	Do what you can to discourage people who are working downtown from using the parking spots. What you need to do, is to make it easier for people to come downtown to spend their money in those businesses. This is a small gripe, but it bugs me when I am using a Parkade, and it takes me 10 minutes to find a spot, to have to pay for those 10 minutes. Just saying!	4/25/2014 9:14 AM
121	This is a sensitive issue that requires a well-articulated communications strategy. And so you need strategic communications advice from your Communications Manager. Make her earn her pay on this one.	4/25/2014 8:37 AM
122	Lets plan for the future - any new building to be constructed within a 10 block radius of the downtown center needs to be required to have underground parking not only for staff, residents, shoppers, etc. - but also a section set aside for the general public.	4/24/2014 8:59 PM
123	Eliminate free parking passes for elected officials (other than for the specific purpose noted above) and distribute free two or three day downtown parking passes to tourists. We have experienced this in Whitehorse, Yellowknife and many other places we've visited in our camper-van - places that encourage tourism and the patronizing of local shops, businesses and galleries. From personal experience, we know it works!	4/24/2014 4:48 PM
124	The main reason so many tickets are issued on a daily basis is that the general public are unaware of the bylaws or simply knowingly choose not to abide by those bylaws. You want to improve parking downtown; here are some suggestions that should be seriously looked at to ease the frustration of the public regarding parking woes. Here is one example of several. • Situation: Some of the public park and remain in their vehicle at an unpaid space waiting to pick up someone, have a passenger run in a Starbucks for a coffee, get out to go to a Pizza place for a slice or use a cellphone for an extended time. (They will stay in an unpaid space for more than 10 minutes and at times 20 minutes ect...) • Recommendation(s): o Educate the public through any form of media that a ticket may be issued or dealing with parking enforcement will most likely happen if they choose to remain parked in an unpaid space. Pay the \$0.25 and avoid a ticket, the hassle and the frustration. Is a slice of pizza worth \$21.50? Or o If "the CITY" is going to push the parkades, give them a reason. Take some(maybe more) of the meter spaces and turn them into 15 minute general loading zones or 10 minute passenger zones. That way dance/ gymnastics mom's and dad's, "rides" (to and from work), coffee goers, tourists, real estate agents, businessmen and woman, and "text junkies" and more have a place to comfortably "STOP". Consider these spaces like zones.	4/24/2014 4:06 PM
125	Elected officials could be provided with complementary bus tickets.	4/24/2014 11:01 AM
126	Just to thank you for the opportunity to share my thoughts.	4/24/2014 10:00 AM
127	Could you encourage more monthly parkade parking for car pool groups with special rates to get cars off of street parking during the monday-friday period? encourage businesses to have their employees use parkades. I work for prov govn't and it will get worse once the property across from City Hall is developed. It will push more people to park on the street and do the car shuffle. Partner with some of the larger employers in the downtown core to promote parking options.	4/24/2014 10:00 AM
128	The City's parking problems extend outside of the downtown core. I have witnessed commissionaires exhibiting very rude and inconsiderate behaviour in residential areas as well as busines areas outside the core. Customer service training is a must for both the commissionaires and the senior staff who manage them, set the tone, and provide direction. One has only to spend time in the parking services review office to gain a sense of the prevailing attitude senior staff have towards the concept of customer service.	4/24/2014 9:27 AM
129	Elected officials, appointees and staff who ride a bike to work should be rewarded with a complementary bus ticket both as an incentive not to use their car, but as a backup plan if weather or other reasons make riding a bike less convenient. The point is, get the staff and officials out of their personal cars and either on bikes or public transit. If they insist on using their personal cars, don't provide chits or special parking passes... they can pay just like everyone else. The incentives should be on NOT driving their cars. Sharing rides will cut their costs. Don't worry... those of us from the far corners of the CRD will survive fine with bus tickets versus parking chits. Bus tickets can only be used once like cash, but they also have the utility of being used by family members or others which makes them more "rewarding" than a photo bus pass or free parking.	4/24/2014 9:24 AM

## Parking Survey

130	Improved parking for bikes would be fantastic! The covered unit in front of Mountain Equipment Co-op is much appreciated. I am strongly apposed to an increase in the time of paid parking (extending pay period on-street past 1800hours).	4/24/2014 8:17 AM
131	The commissioners seem to be like the mafia. They do whatever they want, bully and harass people, give out invalid tickets and nothing is done about it. Is the City of Victoria afraid of them?!	4/24/2014 7:02 AM
132	It is an unpleasant experience to encounter people begging & or high on drugs. I love downtown but sometimes intimidated by the mentally ill & or drug users. This I realize is a social problem but it does influence decisions	4/23/2014 9:06 PM
133	I really like your "trial" street parking spaces where I can park for 3 hours as 90 minutes is just not enough to go for lunch with friends. So I support more longterm street parking spaces. I think the city should face the reality that people in condos and rental apartments do usually have at least one car - and make sure that new buildings provide adequate parking for both owners and guests. The "ideal" is not the "reality", which is partly responsible for folks parking on the street. People may not have a car to go to work downtown but have one to travel around the suburbs and out to the Peninsula, etc. I know the city planners and developers do not want to hear this.	4/23/2014 8:48 PM
134	I hope that the parkades stay public and are not privatized.	4/23/2014 8:15 PM
135	I know that I only travel downtown when I really need to. There are many stores downtown and restaurants that I would love to frequent but don't due to parking issues. I'd bet business downtown loose millions of dollars every year just because of parking problems. Something so easy to fix but city hall always seems to mess it up. Also traffic problems at highway 1 and McKenzie make me think twice about shopping downtown.	4/23/2014 7:53 PM
136	Parking downtown needs to be almost free - it's a shame to see so businesses moving to malls where the parking is free.	4/23/2014 7:50 PM
137	Thanks for doing the survey. Hope it helps.	4/23/2014 7:46 PM
138	Thanks for doing this.	4/23/2014 7:40 PM
139	Please help me do my small business.thank you	4/23/2014 6:35 PM
140	no	4/23/2014 5:46 PM
141	Move to a customer service first model and stop enforcement with a baton. We need to start delivering customer service and the first step is to hire a new company with that motto. Commissioners are not your answer! The perception of parking is bad downtown and by providing some enhanced customer service to the same group is not going to make this better. You need a new image and that starts from the top with a customer service friendly company. Stop enforcement first as this is turning away customers. Don't let the DVBA educate the Commissioners on customer service. That is not their job nor mandate. Hire the proper talent to provide customer service first!	4/23/2014 5:35 PM
142	STreet parking need to provide at least 2 hr parking, and pay for additional time in the same parking spot.	4/23/2014 4:28 PM
143	As a Fort street shop keeper I see a lot of parking problems: 1. On parking spaces, mark the outside corners with a corner mark (upside down L) & the inner corner between two spots with a T 2. Advertise parking cards to visitors to town 3. Provide parking cards for sale at other locations - many people don't want to drive and try & find parking at City Hall	4/23/2014 4:11 PM
144	Shuttle buses for employees. Park and Ride lots outside of downtown.	4/23/2014 3:44 PM
145	Stop this draconian method of giving tickets so qui cky... Have free parking in some places.	4/23/2014 3:36 PM
146	I strongly believe that parking should remain free on evenings and sundays, regardless of whether someone choses to park on the street or in a parkade. As someone who works in the downtown core, the flow of business can be greatly affected by parking.	4/23/2014 3:27 PM
147	Parking charges should not be lowered anywhere below \$2 /hr. Do not consume tax \$ on 'educating' commissioners and parking attendants. If they are not suitable for the job, fire them and hire some capable and approachable people. Great summer job for students. Automate the parkades - especially during the day.	4/23/2014 2:51 PM

## Parking Survey

148	I can't stress how important this point is: In partnership with the Downtown Victoria Business Association, develop a new training program for all of parking staff and enforcement commissionaires to improve customer service. And as previously mentioned, some grace period before issuing a ticket...check with any downtown business owner and they will tell you we feel the parking people are overly aggressive in their pursuit of issuing tickets and that this drives customers to the shopping malls and away from independent businesses!!!!	4/23/2014 2:33 PM
149	Is it possible to get a parkade map, that is suitable for in-car reference, so the driver does not have to log on to a smartphone parkade app while driving? Maybe laminated? I might even buy that....	4/23/2014 2:30 PM
150	Look at all the _For Lease_ signs on Fort Street and other streets in Victoria. Parking regulations are one significant reason. People are suffering.	4/23/2014 2:26 PM
151	If I didn't work downtown I don't think I would come downtown as much also due to the cost of parking I take the bus. So I don't come downtown on my days off because I refuse to pay that much for parking on Saturdays.	4/23/2014 2:26 PM
152	It would be nice if there was an option to pay for parking with your phone similar to how it works in vancouver.	4/23/2014 1:56 PM
153	As more condos are built, density increases downtown. It may be nice to encourage walking/public transit; however, these additional apartment buildings and condos are not built with sufficient parking. Parking should allow people to come down and visit, not act as parking for residences. The challenge of finding parking downtown discourages people coming to the downtown area.	4/23/2014 1:52 PM
154	As a downtown commercial property and business owner I would like to see the City stop trying to put downtown businesses OUT OF BUSINESS due to public's aversion to parking downtown. When my customers get nailed with a ticket for being a nanosecond late (sometimes unavoidable due to line ups, etc.) it does not encourage them to do business downtown. When businesses can't survive, then they don't pay rent. When they don't pay their rent, property owners can't pay the HUGE property taxes that the city collects. If you want a vibrant downtown, stop making it so dam hard for businesses to survive by making the parking such a nightmare. How about drastically lowering the cost of downtown parking significantly so that more people will come to the city core? Give us downtown folk a fighting chance against Uptown. Then, when businesses thrive, allow the natural market forces to occur. Successful businesses will pay good lease rates, will contribute to higher property values and voila! More tax revenues for the City. Take a risk and try something new. Think differently, not just "How can we squeeze more parking \$\$\$ out of people who come downtown." Thank you.	4/23/2014 1:39 PM
155	While I don't mind changing the charges for on-street parking ( as I understand question 20 part 1), I'm not sure that having the lower range of time as 90 minutes will be helpful for high turn-over. When I do park on street it's because I only have a pick-up/drop-off and only need a few minutes at that immediate location. If I have to pay for 90 I'm more likely to stay parked for longer.	4/23/2014 1:15 PM
156	I generally feel safe in the parkades but know there are break-ins. Also, I went to the McPherson for a show and afterwards for a dessert. When I returned to the parkade my car was the only one and it was the first time I felt unsafe. Having cameras (are there cameras?) and signs that the parkade is video monitored would likely help alleviate the fear for those who are old/small/pregnant/worried about their cars. I've also been charged seemingly incorrect amounts at meters/parkades which annoys me and affects where and when I park downtown for the next few times. For example, the trial rates on Vancouver street were miscalculated at least 3 times (using my parking card, an amount loaded - or not loaded - onto my card was not what was advertised on the machine) and I only bothered to have it corrected once (finding parking around City Hall more challenging that outside Bin 4). The Broughton Street parkade charged me over \$4 to park from 4:50pm-6:30pm (I can only presume it was the time before 6pm + \$2 flat fee for after 6) even though the automated machine took the ticket (which I assumed would calculate the time). Clearer price posts (for situations like this) would prepare parkers better.	4/23/2014 12:46 PM
157	Current discussions assume that demand will be stable and that the City can make changes to costs without impact to business. I do not believe this is so. People will stop coming downtown if forced into the parkades - there are theatres and stores in nearby communities with free parking that will see the increase if you try to force people into the parkades by increasing street parking costs.	4/23/2014 11:36 AM
158	You have to have more free parking, it needs to be easier to pop into a parking spot for a few minutes, without paying, and with no threat of getting a ticket. Is terrible for everyone. The old meters were at least right there, and you didn't have to open your whole wallet in front of all the people downtown - is such a ridiculous security risk. We would go downtown for dinner (God Forbid you try to find parking during the day), if we knew we could find parking, and it wouldn't cost a fortune, and no threat of these idiotic tickets.	4/23/2014 11:14 AM

## Parking Survey

159	I appreciate that parking fees generate vital revenue for the city, but it's unavoidable that an unpleasant parking experience discourages people from visiting the downtown core, adversely affecting business and culture.	4/23/2014 10:58 AM
160	Free bus service downtown, like in Portland, should reduce pressure on parking.	4/23/2014 9:30 AM
161	Downtown Victoria is appealing to locals and tourists because of the street appeal and variety of shops and being able to walk outside. The City Councillors could do much to enhance the experience and promote business by having a reasonable parking policy. Commissionaires are rude and unaccommodating. Parking times should be extended so you can walk to the destination or actually remain in a restaurant for a reasonable length of time without going out to check and reload the meter frequently. Lower the cost of on street parking so more people come downtown. I calculate the cost of parking as an extra cost to my purchases so I usually go to the mall for free parking. Downtown Victoria has the potential to become a destination and Lower Government street should be changed to a walking only mall. Do things to attract people to downtown, not continually penalize them by upping the parking and shortening the time.	4/22/2014 4:30 PM
162	Please consider improving bicycle parking. I find it increasingly difficult to properly lock my bike to the attractive, but impractical U-shaped racks on the sidewalks downtown. They may be intended for two bikes but they really only take one if you want to secure a wheel and the frame. The racks with the hanging triangles work way better.	4/22/2014 3:43 PM
163	I don't need any parking information. (waste of money) You could put information at the ticket booth - reminding people of the benefits of parkade parking. Please pay special attention to the stairwells (they are typically giant urinals) and also to the elevators (they are rickety and scary). Don't be afraid to advertise in the parkades... telling people about events and new stores and cool stuff. Also, advertise the other modes - like transit information, (install a transit info hotline) and bike route information. Also - a taxi stand, car-share.... make them "mobility hubs". They shouldn't just be to store vehicles. They are more dynamic and important than that. Really encourage investment in bike parking in the parkades- make it super nice and high end. The return on this investment is direct: cyclists are pedestrians and they are eyes on the street. If you make them welcome, they return the kindness with activity - the more people around, the safer women and all vulnerable people feel. Also - for special events - it would be good to provide bike corrals at the parkades - make it part of the application for a permit process. why? bike corrals are not so different than parkades - same culture, same sensibility. I think the City is doing a great job managing parking. I used to be a transportation planner, and I have noticed that all of your ideas are global best practices - worthy of international cities. The fact that no other municipality in the region charges for parking, must be very frustrating. But no self-respecting City has free parking. Only malls have free parking -and they have to in order to draw people to those monstrous places. When I see that a downtown like Sidney and Langford have free parking... it makes me not want to go there because they must be just like malls. Keep strong with your vision to charge appropriately for parking, and investing in the other modes so that Victoria continues to be a great destination. Next step: charge for neighbourhood on-street parking! (note - I park our car on-street in front of our house and can't believe I get to store my privately owned car, on public land, for free. amazing.) Thanks for the opportunity to give my two bits.	4/22/2014 1:33 PM
164	I would go further regarding those elected officials and staff with free parking passes and say they should be required to park in a parkade at all times, and not just when they are within a parkade zone. Perhaps our own mayor and council could be the exception to this rule, as they are required to meet in a variety of locations around downtown at all times of the day, but all other officials from around the region should be required to use parkades if they are expected to keep their free parking status (which I think should have been on the table during this consultation - do you support these free parking exceptions at all). Thanks for providing the opportunity for feedback, and I hope that it is considered in combination with discussions on transit and cycling as well, as they are really all parts of the overall transportation package, and shouldn't be looked at in isolation. Thank you for listening!	4/22/2014 12:13 PM
165	I don't like that the parking card costs \$5 and that this money isn't refundable/applicable to parking costs. That doesn't make sense to me. Also my credit card never works in the on-street machines.	4/22/2014 9:21 AM
166	Have a female young adult in the family who works downtown, sometimes until early morning hours, having started at 5 or 5:30pm. It is very important that on-street parking continue to be available and free during the evening as going into a parkade at that time of night alone is not safe enough. Although we know there is a person on staff, they are not necessarily immediately available, nor could they feasibly be. Young people working downtown need to be able to work and leave work safely, parking in nearby on-street parking spots. Please keep after 6pm parking free!	4/21/2014 10:09 PM

## Parking Survey

167	I find parking so discouraging that, whenever possible, I avoid going down town. I would need it to be a lot easier and cheaper to encourage me to go down town if there is any other way to accomplish whatever I need to do.	4/21/2014 8:10 PM
168	Lower parking costs drastically at least for parkades you are driving people away from coming downtown unless it is absolutely essential.	4/21/2014 7:09 PM
169	DO not provide officials with free parking. They make enough money to pay for parking like the rest of us. We pay enough taxes. Maybe except the mayor.	4/21/2014 4:27 PM
170	Parking downtown is a nightmare, I avoid going downtown for anything, strictly because of the parking. Finding a spot and then the high cost	4/21/2014 11:51 AM
171	The information provided is not clear as to whether on-street parking will remain free after 6 pm on weekdays. I hope it does and would object strongly if not. We need to remember that the suburban mall became immensely popular because it provided acres of free! parking. The more difficult and expensive downtown parking is made to be, the fewer people will attend downtown to shop, dine, etc. Has anyone considered creating a few random "parking holidays" as a test? Not stat holidays but just a random (well-advertised) weekday that enjoys free parking. Does it affect the number of shoppers and diners or not? I would suggest that there will need to be a lot of free access to parkades for people to experience them and become convinced that they are clean, well-lit, convenient, and safe,- if in fact they are.	4/21/2014 10:46 AM
172	Try something outrageous, like free parking, angle parking on some streets to make more spaces, etc. I have worked downtown for 27 years. Guess what - downtown is dying, the downtown experience away from the Empress and Lower Causeway is generally appalling, and too many empty storefronts. Go take a look at Uptown - it is thriving. You are really going to have to work to get those people back. Parking is one piece of the puzzle. Others are better mental health services and more housing. Get rid of the street culture, in a positive way. It's not about minor adjustments to parking rates or parkades. And don't even think about pay parking in the evenings or Sundays unless you want further deterioration.	4/21/2014 10:07 AM
173	Please continue to offer free on-street parking after 6pm and on Sundays and holidays, regardless of whether or not you change rates in parkades. I strongly believe that downtown businesses will be the losers if on-street parking is no longer free at those times.	4/21/2014 8:10 AM
174	Many of the parkade problems would be solved by a safe injection site downtown, public toilets, and housing for the homeless. You can't look at the parkade problem in isolation. Everything is connected.	4/20/2014 3:28 PM
175	Whatever you can do to persuade people to use the parkades would be appreciated. Perhaps remind users that you never have to worry about the time as you pay only on the way out and nobody gets a parking ticket! I think the parkades are wonderful.	4/20/2014 2:59 PM
176	One issue that seems somewhat unfair to those who choose to park on the street is the fact that a lot of parking spots are being double-paid. For example: -One customer pays for 2 hours between 12-2pm but leaves at 1pm. -Another person immediately parks in the same spot and dutifully pays for 1 hour between 1-2pm -The city receives payment twice for that same parking space in that same hour. This never happened with the old meters and I'm sure this is a fairly common occurrence.	4/20/2014 2:10 PM
177	At 90 linden ave, Trillicum Senior Care home. Their 30 employees park on Faithful Ave and Linden Ave making it difficult for people who live on Faithful Ave and Linden Ave cannot park in front of their own house. Their 30 employees can park on Dallas Road and on Cook Street. It is only 1 block from their employment. And 2 blocks from Cook Street.	4/20/2014 1:09 PM
178	As I answer these questions I am swaying.... on one hand I agree we need to allow people to park longer on the street so they can shop in town. However, I don't want to make bringing the car downtown too attractive! It would be great if transit was used and was attractive to riders to do so. I also think that government street from inner Milestones to at least Johnson should be pedestrian only. Not what you are asking, but thought I would put it out there ;-) Cheers	4/20/2014 12:02 PM
179	Show social and sustainable responsibility by reducing auto traffic parking and encourage public sponsored moving people efficiently with less stress.	4/20/2014 11:48 AM
180	Any new staff recommendations to council must be reviewed and approved by the DVBA before implementing	4/20/2014 10:14 AM
181	I try to stay away from downtown	4/20/2014 9:00 AM
182	Thanks for asking for input. I like going downtown but often shop elsewhere due to parking issues.	4/20/2014 8:28 AM

## Parking Survey

183	Please refer to comments made in question 12. One additional issue I do find with 2-hour street parking that is not addressed by commissionaires is the increasing thoughtless practice of people parking between two spaces selfishly ensuring they have ten feet in front of them and ten behind them for pulling out. On numerous occasions I've counted up to six spaces lost to sloppy parking on a single block. If supply and availability is an issue in the city, this practice should be discouraged. It used to be large trucks, but now every SUV driver seems to think they're parking a semi-trailer. Maybe there is some use for those mercenary commissionaires after all.	4/19/2014 11:33 PM
184	Consider whether you actually want people to come downtown. The merchants would like that but the City of Victoria does not seem very welcoming to drivers.	4/19/2014 6:52 PM
185	VERY strongly object to Bastion parking area and Ships Point parking area - 2 beautiful waterfront areas used for parking cars is a scandal....this should be addressed - If arts and cultural buildings can not be provided - at least make it into 'green space'!	4/19/2014 5:04 PM
186	If parking becomes too expensive in the downtown core, you will lose people who are willing to come into the downtown to shop, for entertainment and eating at restaurants. For my husband and myself, we drive all the way downtown either to shop during the day or for entertainment, dining in the evening from North Saanich. We are already driving for 30 minutes to get to our destination, we don't want to be faced with a hassle when we are trying to find parking and we don't want to be paying a ridiculous amount for parking. If I am coming to the downtown core alone during the evening, I want to feel safe and I might avoid parkades if I didn't feel safe.	4/19/2014 2:20 PM
187	nope	4/19/2014 1:18 PM
188	THERE IS NO SUCH THING AS FREE PARKING.	4/19/2014 11:02 AM
189	Quit driving downtown yourselves and be good role models for the rest of us citizens. I don't see City Council or employees car-pooling to and from work, or riding the bus with their id badges on. Set a good example. Physically-able people should have the good manners to leave parking for people with physical limitations and for truck deliveries & cabs to pull over. If we don't have good manners, we're going to have to pass a law about it. I'd rather walk from Discovery and Store street to the library or museum instead of trying to park anywhere south of Chatham. There is not enough bicycle parking of any kind, and definitely not enough that shelters my big tricycle bike or makes me feel it is secure. I do like the bike lanes on Government and Fort streets.	4/19/2014 10:47 AM
190	please keep pay stations open! The personnel at the parkades I frequent are all excellent! Friendly and helpful!	4/19/2014 10:13 AM
191	Consider restricting the number of POVs that are permitted to come downtown at peak hours; there are a number of ways that can be accomplished and cities like London or Singapore use them.	4/19/2014 9:40 AM
192	I see the Commissionaires ticketing cars downtown that are from out of province or country. These people are most likely shopping in our city and should be given a break as their shopping keeps our city strong for tourism. My wife works in a store in the Bay Centre and has out of town customers always complaining about the parking downtown. Also, the passenger zones of 3 minutes is a little limiting. If my wife has a last minute customer in the store she can be 10 or 15 minutes late coming out due to no cause of her own. Take it easy on the people that pick up their spouses/children at the mall as long as the driver is with the vehicle, if the vehicle is empty then I say ticket it as they are shopping or doing something else from a passenger zone.	4/19/2014 9:20 AM
193	The ability to top-up or purchase parking via phone or app (as in Vancouver) would be very helpful	4/19/2014 9:02 AM
194	I usually cycle downtown. Keep letting the business community know that cyclists are good for downtown and for business. We visit more business and we do shop. We have big baskets and bags. More bike racks free up parking spots.	4/19/2014 8:12 AM
195	Thank you for putting up this survey. Hope to see a lot of these suggestions put into effect in the future.	4/19/2014 12:25 AM
196	Target habitual retail/hospitality staff users and greater enforcement of tickets.	4/18/2014 3:50 PM
197	A lot of people claim that parking is difficult to find downtown. I would agree, if you were wanting to park outside the place you are wanting to visit. I have never had difficulty finding parking.	4/18/2014 2:23 PM
198	Residents are tired of all the increases in taxes, fees, and high salaries/ benefits of City employees, mismanagement of funds, ill conceived programs i.e.; compost, traffic control in Beacon Hill. Taxpayers do not have money to waste.	4/18/2014 11:37 AM

## Parking Survey

199	I have a monthly parking pass in the Broughton Parkade. Please consider a separate exit lane for monthly parkers who only have to swipe their pass between 3 pm and 6 pm. Recently, the manned booth lane has been closed and a lot of the seniors have no clue how to use the payment machine. If there's a matinee at the Royal Theatre that is out at the same time as workers are leaving for the day, the lineup can wind down several levels. If you're going to drop hourly parking rates, are you going to reduce the monthly parking rates? I already park on the lower levels where there's more availability so I'm not coming back to a scrape down the side of my vehicle. I wouldn't mind having all monthly parking in the lower levels, as long as there's an express lane to get out at the end of the day.	4/18/2014 10:47 AM
200	Keep politics out of parking, hire experienced managers who understand Victoria. Quit trying to replace employees with machines, a smiling face is better than a cold blue machine that breaks continuously. Send your service techs Neil and the grumpy bald guy to tech school, instead of contracting out the maintenance and service work of the pay stations. The 2 older tech guys whom have since retired or moved on obviously took the knowledge with them and did not share it.	4/18/2014 8:26 AM
201	This survey completely ignores the needs of scooters and motorcycles. Providing free alternatives to on-street parking would both encourage this more environmentally friendly mode of transportation and help free up spaces for cars. Nothing is more frustrating for a car driver than to see an entire parking space taken up by a small scooter that only needs a quarter of the space. Get two-wheeled parking off the roadway and onto designated areas on our many extra wide sidewalks and the unused parts of our squares and other potential spaces; let's learn from the examples of many other cities around the world.	4/17/2014 11:08 PM
202	I would really like to see the commissionaires and the parking ticket review system get the most attention. I would like to Thank the city for reviewing the current parking problems and the opportunity to voice my opinion in this survey.	4/17/2014 10:55 PM
203	The present on-street parking policies for the downtown are "heavy-handed" and counter-productive to a "healthy" business climate in this area. Provide better lighting and more commissionaires for the parkades and most of all get rid of the present punitive tickets for people going overtime at the meters. Thanks for the chance to voice me opinion.	4/17/2014 10:00 PM
204	Make it easier to refill on street parking cards. Fill them at meters and parkades and online. It is a huge inconvenience to have to go to city hall. Most people do not have time during business hours	4/17/2014 9:57 PM
205	An app. So necessary. And please, please remove some parking in order to put bike lanes in.	4/17/2014 9:10 PM
206	I would appreciate on street parking around Yates, and Fort St being longer than 90 minutes. Even just having lunch takes that long, so if I come into town to do some shopping and meet a friend for lunch, i can't park on the street, because of the time restrictions. Easier to just go to the mall.	4/17/2014 6:49 PM
207	We would visit more places in Victoria if we knew we could find parking easily. Encourage all government & city employees to take public transportation.	4/17/2014 6:45 PM
208	For the size of the downtown core there is a large amount of parkade space that, if it has to exist, should be utilized to the fullest. Despite what people may say, I don't believe that increasing parking rates for on-street parking will cause people to stop coming downtown. By far the most important: You must make it very clear to people that city parkade are not the same as private ones, and that your rates are reasonable and fair! Do not fail to do this! I cannot tell you how often people complain about the price of parking downtown only to tell me they didn't realize it was more expensive to park in a private lot. This is your greatest strength- sell it! Brand your parkades and push that message.	4/17/2014 5:39 PM
209	If there is street pay parking on weekends and evenings, even if there is free parking in parkades, I will come to fewer restaurants and events downtown and will instead choose other options for meals and entertainment.	4/17/2014 2:34 PM
210	Train parking enforcement officers on better judgement when business owners stop to unload. I have been threatened with tickets several times when unloading a couple of boxes, both times I was less than one minute.	4/17/2014 2:28 PM
211	utilise all the street space too small for a car to park, but use it for motorcycles. encourage the motorcycles out of the larger spaces that only cars fit in.	4/17/2014 2:20 PM
212	Just that I avoid downtown now - I suggest alternative lunch locations to colleagues and friends and shop at the malls - I spend most of my time wonying about getting a ticket	4/17/2014 2:02 PM
213	See above.	4/17/2014 12:35 PM



## Parking Survey

214	I only come downtown because I have to. There are some great services in the core but I think there needs to be some convenience linked with patronizing the businesses. If you can go to a business or mall that offers free parking then you do not always have to watch the clock and worry about penalties of being over time. I can appreciate the need to generate revenue but I am glad the decision to charge for parking in the evenings has been put aside. (Perhaps if there were fewer commissioners the City wouldn't need to make so much in parking fines to pay for them.)	4/17/2014 11:43 AM
215	It's crucial, with the likes of Uptown and the new Hillside mall, that you figure this parking issue out. Otherwise, the stores will really suffer. I will admit, I don't go shopping much downtown anymore for this very reason.	4/17/2014 11:23 AM
216	The current expense and difficulty in parking in downtown Victoria is a deterrent for us to shop, see a movie, or visit restaurants. Going into downtown Victoria is always our last option if other venues are available without the expense and hassle of downtown parking. I believe that the current and recently proposed parking scenarios have a negative impact on downtown businesses. Ensure that all downtown residential developments have sufficient parking to minimize on street parking by people who live there.	4/17/2014 10:51 AM
217	Increase on street parking allocations for bikes and motorcycles to 20% of available street parking space available.	4/17/2014 10:39 AM
218	I prefer to receive info about parking downtown with posters and info bulletins in the parkades and on the on-street parking kiosks.	4/17/2014 10:31 AM
219	When approving any further condo developments please allow for appropriate parking allocation to support the number of people in the building and their guest. People coming to town do not want to find that residents are parking on the street.	4/17/2014 9:43 AM
220	Add a few more "1 hr or 2 hr free" spots a few blocks from downtown.	4/17/2014 9:26 AM
221	Like many people in the Victoria area I choose to shop at the malls. The parking is free but even if it was decided to put meters in I would still shop there. I find going downtown is not a great experience what with the pan handlers, the dirty sidewalks, the congestions, the noise of the buses and smell of the cars - it's not very friendly. Did you know it is cheaper for me to park in some places in Hollywood than it is to park in most place in downtown Victoria? Go figure, eh!	4/17/2014 9:26 AM
222	To encourage shopping downtown offer 1 hour free parking passes for metered parking as well. 90 minutes is not enough time, increase to 120 minutes. I usually do some business, banking etc and stop in for lunch somewhere and find 90 minutes not enough time. Why is this an issue? All parking should be encouraged to support downtown not just parkades. Make this a parking plan that encourages people to come downtown to shop and how easy to find parking both on the street and in parkades.	4/17/2014 9:13 AM
223	People will go downtown and put up with things the way they are. So I hope this isn't just another pretend to do something commission I go downtown because I have to to work there not because I want to. Parking tickets sadly are a cost of doing business. Parking card meters are difficult to use sometimes don't work buttons stick or freeze up, cards can only be refreshed at City hall ,not much parking there	4/17/2014 8:08 AM
224	I actually don't find parking to be that big of an issue in Victoria. I can almost always find a spot close to where I want to be. I like the fact the Commissioners are on top of it and give out tickets efficiently. I would require developers of new buildings to put in more underground parking. And finally, if there was more frequent public transit, you'd have fewer drivers coming into town.	4/17/2014 7:15 AM
225	More sheltered bike locks so bicycles don't get rained on.	4/17/2014 12:32 AM
226	The city seems to be tackling this problem in the wrong way, it would make more sense to encourage other forms of transportation like walking, cycling and transit. Since cars are not a solid long term investment for this city. It would even make more sense to make downtown a car free zone like they have in cities like Amsterdam (a city larger than Victoria)	4/16/2014 10:55 PM
227	I'd like to see very short-term (5-10 minute) pickup/drop off spaces on blocks downtown.	4/16/2014 8:50 PM
228	I think the recommendations are great and will make a big difference. They will only work though, if clearly communicated to the public, via signage, perhaps through different coloured signs / parking meter areas / street-gutter painting to correspond to the map showing variable rate zones.	4/16/2014 6:42 PM
229	replace the coin opp meters with the smart meters. It's annoying that I have a parking card but can't use it in certain areas.	4/16/2014 5:48 PM

## Parking Survey

230	Look at Seattle. They understand there is costs with underground parking, so second and third floors are parking in high rise buildings. Lowers costs of development and increases downtown parking.	4/16/2014 5:38 PM
231	Just don't start charging more for parking, and keep evening and Sunday parking free.	4/16/2014 5:28 PM
232	I don't know why we purchased the particular machines we did, however I would say that at least 50% of the time I have to re do the transaction, often in the rain! In Vancouver they allow you to park and pay by cell phone app which is soooo much better, how antiquated the system we have! I loaded a card initially and then gave up because of how stupid the process was, I can't reload online, ridiculous in today's world! Get with it Victoria!	4/16/2014 5:24 PM
233	Text to pay meters. They are convenient and better than the current structure.	4/16/2014 5:19 PM
234	this survey seems to only serve to confirm what you wish confirmed. That is not a survey. That is only what the blind leading the blind uses because when everyone lacks proper vision it really doesn't matter what you are looking at, now does it? very sad example of resources not applied in the most effective and efficient way. oh well.	4/16/2014 5:05 PM
235	You're crushing the life out of downtown business. Look at the retail lease vacancy rates.	4/16/2014 5:01 PM
236	I think the metered parking maximum time limit should be longer and/or a smartphone app to top up for additional time would be helpful (I know Vancouver does that and my friends love it).	4/16/2014 4:57 PM
237	For the love of god... stop the unjustified tickets. People in langford joke that parking downtown is 20\$ all times of the day now. The cost of paying a ticket early as unjustified tickets have become that common place.	4/16/2014 4:49 PM
238	I would love to see more areas of City Parking. I tend to avoid Robbins Parking, Upark and other places like that because I would rather have my parking dollars go back to support my city.	4/16/2014 4:32 PM
239	Personally, when I'm out for pleasure or recreation, I would rather walk further to an open air parking lot (eg Pandora and Wharf) than go to a nearby parkade. Please keep some open air parking lots even if they're on the outskirts. As for work, we do have an issue than many other biz people may not; we are a film crew, so when we visit clients, we often have large amounts of heavy equipment with us. On those occasions I choose to park on a meter right by the client and pay the fine rather than have to lug all the masses of gear up and down the stairs of a parkade or do several trips in the small elevators. Not sure what the answer is to that!	4/16/2014 4:29 PM
240	Relax the law of parking this is not New York or Vancouver for that matter.	4/16/2014 4:28 PM
241	Change the culture before you chase everyone out of downtown!!!!	4/16/2014 4:15 PM
242	If we want to encourage economic development in the city of Victoria, parking needs to be improved from both cost and availability perspectives. Free 2-3 hour parking in the parkades with proof of purchase from a local retailer is worth considering. 1 hour just isn't long enough.	4/16/2014 4:12 PM
243	You need an app to add time to on-street meters.	4/16/2014 4:09 PM
244	All parking needs to have on-line mobile access to pay. The Vancouver system with the mobile app is FANTASTIC! This is a MUST for me.	4/16/2014 4:08 PM
245	Thanks for the opportunity to provide feedback.	4/16/2014 11:42 AM
246	Please improve transit to the Westshore (I.E. HOV lane for buses), more secure bike parking. Thanks!	4/16/2014 11:41 AM
247	Move monthly, long-term parkers to higher floors in City parkades to free up space on lower floors. - As someone who pays for monthly parking in a parkade, how can you even say this? You make a substantial amount of money off of monthly parkers but want to move us to the worst spots in the parkade? I will never support this.	4/16/2014 7:37 AM
248	Allow several motorcycle to park in one car space. Allow motorcycle to park in designated areas on the sidewalk. When traveling the world, there are many innovative ways to park motorcycles ins tread of using a whole car space.	4/16/2014 7:32 AM

## Parking Survey

249	1. If you want people to park in Parkades you need to up your game so that people feel safe and feel that their vehicle will be safe! Your current Security people aren't anywhere close to instilling that kind of comfort in anyone. 2. Hold people accountable. if they are in violation, then they get a ticket. Don't accept excuses that start with the words, "I was just....". No Stopping or No Parking means just that! Don't cancel tickets that are properly issued, EVER! 3. Hold City employees who have Exempt passes accountable for violating the restrictions of their pass. Some think they can stop anywhere, yellow lines, blocks lanes of traffic during rush hours, etc. Don't cancel tickets for ANYONE unless there is a LEGAL exemption within your bylaw to do so. 4. You have to know that most people AVOID downtown at all costs to shop due to unsafe, or inadequate parking, and the failure of the City to get rid of wiggling-out drug users, self-made homeless people and their dogs sitting all over the sidewalks intimidating shoppers, etc. Until you get a handle of this not much will change. I work downtown and have so for over 25 years and I can count on ONE HAND the number of times I've come downtown when I'm not at work to shop for these very reasons! I avoid downtown Victoria on my off time as much as possible.	4/16/2014 6:09 AM
250	Scooter and motorcycle parking options	4/16/2014 4:56 AM
251	I dunno... It is a tough one. I know these places cost money but I am sure money can be saved in other municipality areas and attract more business downtown by lowering rates making Victoria more vibrant.	4/16/2014 12:21 AM
252	The relationship between the public and business with the city regarding parking is not good. The attitude and method of parking control needs a embrace more human aura	4/15/2014 11:12 PM
253	There is already an issue attracting people into the downtown core to shop and dine. The focus should be on drawing people into the downtown core - these recommendations may help to an extent by opening up some parking spaces, however does not go far enough to address the issue of encouraging people to shop and dine downtown. These merchants compete with Uptown and Mayfair, where parking is provided free of charge - I would certainly encourage recommendations that go further than those noted above.	4/15/2014 10:53 PM
254	Auckland, NZ offers a free downtown shuttle bus to encourage people to move about downtown without cars, it runs often and does a loop to a number of popular destinations in their downtown core.. people can hop on and off anytime with no charge. something like this might help ease parking issues in Victoria, with some stops located close to parking on the outskirts of downtown	4/15/2014 5:41 PM
255	If it weren't for the excessively rigid parking in downtown Victoria we had planned on opening a business in the design district. After much consideration and speaking with several local business owners we've decided to go with either Langford or the Uptown mall.	4/15/2014 5:33 PM
256	I've never had an issue with safety in a parkade; I have never felt unsafe. The parkades provide good value and great convenience (with the exception of the pissy smell and gross-o elevators). The parkade on Johnson between Douglas and Blanshard; however, has a complicated payment system and I have watched people get trapped inside on multiple occasions. I avoid it and prefer to use street parking when in that area due to the complex payment system that doesn't seem to mesh with the other City parkades.	4/15/2014 2:40 PM
257	Prime times of the year for parking at Bastion and other downtown lots seem to be Christmas and May - August tourist season. As a yearly parker, it would be nice to be able to have the option to purchase a 6 month pass from Oct to March, which used to be available, but now when you cancel, you have to be on a waitlist for up to a year. I only drive to work as I do not feel safe walking downtown in the dark months of Oct - March. Maybe this may free up some spaces for tourists etc in the summer time.	4/15/2014 2:19 PM
258	Staff and security at Yates street have been much improved in the last five years. Overall you are doing a good job.	4/15/2014 1:44 PM
259	I believe on-street parking should continue to be free on weekday evenings (6 p.m. - 8 a.m.). Evenings are when it is most dangerous to leave your vehicle in a parkade and I would never choose this option, even with the improved security mentioned on the city website. It is still not safe enough.	4/15/2014 1:15 PM
260	Parkades have a perception (rightly or wrongly) of poor security, bad lighting, drug dealers/users in the stairwells. This needs to change. Monthly users are the "bread and butter" - don't penalize them with restrictive parking areas.	4/15/2014 1:03 PM
261	I've heard some appalling stories about your parking enforcement officers (esp the guy who is on Cook Street). Customer service goes a loooong way.	4/15/2014 12:52 PM

## Parking Survey

262	The city should look at implementing a program such as the one that exists in downtown Portland where the customer can buy an amount of parking time as opposed to an assigned space. While this might marginally increase the amount of driving that the parking customer does (driving across town to a different store instead of parking and walking there and back), it would also encourage a higher turnover and increase availability in prime parking spaces by giving people the option to manage their time more efficiently. Portland does this by selling adhesive parking vouchers that drivers attach to their curb-side windows. These stickers are valid for parking at any city owned parking space in the downtown area and within purchased time period.	4/15/2014 12:43 PM
263	The way to encourage people to park in parkades is to make it cheaper and more convenient than on-street parking. Right now it costs the same or more and is less convenient.	4/15/2014 12:39 PM
264	Monthly parkade parkers should not be forced to park on the upper floors of the parkade. Monthly parkers are the ones who are subsidizing the parkades and should not be inconvenienced to drive all the way up and down the parkade (therefore increasing driving time and enduring more inner parkade traffic) just so that Christmas shoppers and others who infrequently use the parkade can park closer to street level.	4/15/2014 12:32 PM
265	I primarily travel by public transit, so most of my experience with the parkades is as a passenger in friends' vehicles.	4/15/2014 11:35 AM
266	Ten years ago the commissionaire was your friend. Now I cringe every time I see one.	4/15/2014 11:18 AM
267	Parking is too expensive in the city - it is the reason I shop at Uptown or strip malls instead of coming downtown. The system in place right now is deterring me from doing business downtown.	4/15/2014 10:43 AM
268	I vastly prefer to give my parking money to City of Vic than Robbins. Those guys are... worthy of expletives.	4/15/2014 9:43 AM
269	I just think you went way overboard to try to solve something that isn't that broken and won't be able to be totally resolved. Just encourage Parkade parking without punishing street parkers.	4/15/2014 9:29 AM
270	-there is a need for secure, covered bike parking downtown. - having a few streets open to pedestrians only could liven up downtown (broad st for example)	4/14/2014 9:57 PM
271	City Hall should stop cutting down on number of parking spaces as is the case at the corner of Douglas at Fisgard when the sidewalk was rounded into a traffic line.	4/14/2014 9:04 PM
272	Improve the parking situation (i.e more spaces with longer maximum times) so tickets aren't necessary. Especially in non-metered zones with 1 or 2 hour limits - these are much too short and should be 4hr limits at minimum, preferably 8hrs. Or monetize those spots with a monthly pass that allows anytime all-day parking. Many of these zones have residents parking there at night, and workers parking there in the day - a natural exchange twice a day - no need for time limits.	4/14/2014 7:35 PM
273	see above. I recently hosted out of town guests and was quite frankly embarrassed to show them our core downtown area. While Victoria remains one of the most beautiful cities in the world, we are sadly lacking on ambiance and businesses that will attract tourists (making them want to stay longer, or return again). From my viewpoint, it appears the City makes decisions that are monetarily driven, without thought to whether the flagship businesses can afford the changes, and/or the public are supported in their want to come downtown. After my most recent visit downtown, I'm totally turned off... I don't want to pay stupidly high parking rates, to visit only one or two good stores that are left. My opinion: Support the businesses that are there in creating a dynamic and exciting downtown community; and people will come. The rate that we're going, we're losing our downtown. I know this opinion is a common one for others in my age group. I'm saddened at the number of conversations I've heard or had with people about parking rates that are unaffordable, lack of businesses with a draw, and generally being fed up with downtown. People are going elsewhere.	4/14/2014 7:26 PM
274	charge more fine more and get people on public transport like i said a car is a luxury item	4/14/2014 6:28 PM
275	Improve downtown business traffic by offering free parade parking. 24hrs....compete with the free parking offered at malls and box stores....	4/14/2014 6:14 PM
276	Would love to see parklets for business, as well as for bicycle storage - like san francisco. I drive down once a week, but bike more frequently and would love better, more fun parking.	4/14/2014 5:52 PM

## Parking Survey

277	Do something "out of the box" to change the perception of Victorians about parking downtown! And then build on that! I feel very strongly about the commissionaires! I had a run last summer with one of them ... regarding a faulty meter and after that experience, I thought to myself ... "wow! If they were one of my staff talking to a customer that way, I would have FIRED them!" ... is that how / who you want engaging with your customers/ visitors to downtown. ... THEY HAVE TO GO!	4/14/2014 4:56 PM
278	Information on parking should be found on the street, when you need it, and easily seen from your car. Vancouver has many excellent examples of this ("P" signs, signs indicating # of spots available, etc). We have almost no existing wayfinding program in place at this time.	4/14/2014 4:52 PM
279	No	4/14/2014 4:49 PM
280	On-street permits for contractors would be a big boon and be much appreciated. Having to check on the clock and/or move vehicle to avoid a ticket would reduce stress on already stressed contractors. Please implement this idea ASAP Also, make it CLEAR to parkers that there is a limit to say 90 minutes then the vehicle MUST MOVE ( or simply eliminate that policy) Thanks!	4/14/2014 4:36 PM
281	I think ticketing is counter productive, especially when it comes to tourists and visitors to our city. It sends a very bad message. "Welcome to our city", wait, here is a ticket to remind you of us in the future! I find the parking meter staff like vultures, just waiting for the meter to expire for them to move to ticketing. Instead of being helpful city ambassadors that enhance our City I feel they do a disservice to the feeling of a welcoming city. When I see 2 commissioners driving a car round and round a block waiting to ticket a solitary car I wonder if there is any revenue in this kind of scenario. The cost of 2 employees and a car. A money making scheme. Really? I think the fines are too high. These are times when we want to draw citizens downtown, not drive them away. Ticketing and taxing your citizens to death does not really enhance a strong sense of community. Let's come up with some creative, different, and innovative ways to raise money for our city.	4/14/2014 3:31 PM
282	As someone that uses disabled parking spots in the downtown core, it would be great if the number of spots were increased and if they were better marked. We have used the online map of disabled parking spots, and that is very helpful, thank you! I often find that during busy times, daytimes and Friday/Saturday evenings and during special event nights (concerts, etc.) it is very difficult to find spots that are unoccupied. On many occasions when there is no disabled street parking and a parkade is not close enough I have had to drop off/pickup my family member at our location, leave them alone there and find a parking spot elsewhere.	4/14/2014 3:13 PM
283	Thank you for trying.	4/14/2014 3:12 PM
284	All parkades should load from the top. It's only really possible in the View St: the ramp should deposit entrants at the top level, and from there they can go down as far as they want, guessing how to be on the bottom level without having to restart at the top again. There are far too many 2hr zones around the city that are poorly used because so many things take so much longer than 2 hours. I'd happily walk the extra 10 blocks, but since the commissionaires are clearly commission-paid and stalk cars with all of their time, I'm not interested in drawing a ticket. When I can, I go to the malls, the Western Communities and stay in Esquimalt, to avoid the over-zealous parking rules and prices that seem determined to destroy everything but the governments in downtown.	4/14/2014 2:59 PM
285	we will never park in a parkade unless there is absolutely no other option. we have had my car broken into and had drugged out people sleeping by my vehicle and seen people urinate in stairwells. If it becomes an issue to park on the street downtown we will go elsewhere and not spend our money in downtown Victoria. It is also important to make it known which parkades are city of Victoria run vs Robbins. They are worse.	4/14/2014 2:03 PM
286	I would like to see the City of Victoria focus more on multi-modal transportation. We have the perfect climate for year-round cycling and walking and the more people we can get out of cars, the better for our city now and in the future. I would like to cycle more but I am a casual cyclist, not a road warrior, and I just don't feel safe with bike lanes that are not physically separated from traffic, buses, and parking cars. Thank you all for your efforts on behalf of our city!	4/14/2014 1:34 PM
287	Please don't charge for parking on weeknights or Sunday	4/14/2014 1:29 PM
288	We need more Special Parking spots for ultra-short cars (e.g. Smart cars) and also additional parking for Hybrids and EV's and they should be free, like they do in many other city's around the world!	4/14/2014 1:09 PM
289	Free parking after 6pm and on stat holidays would make me park in the parkades a lot more. I'm all in favor of any plans to make on-street parking available more than 90 minutes at a time. Street parking for movies doesn't work because most movies are longer than 90 minutes.	4/14/2014 12:55 PM

## Parking Survey

290	i hate that i can only pay for 90 minutes when i am at a 2 hour class. i get tickets because i'd rather park there then in a far off parkade. annoying	4/14/2014 12:08 PM
291	Keep the street parking formula as is. It's doubtful that these multi-layered rates will motivate anyone into using the parkades. If anything, it will have the opposite effect by pushing people further away from the downtown core. As a senior, I for one will not be utilizing any of the parkades as they are dark and uninviting. While I live in Vic-West, I now do most of my shopping at Uptown because their underground parking has regular security patrols throughout their entire multi-leveled complex. It is well lit and has a far better comfort zone than the parkades downtown.	4/14/2014 11:35 AM
292	As a downtown resident on the outskirts of the industrial area, all our visitors have to pay for parking out front of our building (1000 block Johnson St), but across the street is some free 2 hr parking for the car dealership that is often taken up by their staff or visitors. Please review pay parking for residential blocks in downtown!	4/14/2014 11:29 AM
293	I have travelled extensively and am always shocked upon my return home to realize how poor our downtown parking is managed. 10 -15 years ago I went downtown weekly for shopping , entertainment and restaurants. Now I maybe go once a month. In the past year I have been to Palm Desert where all the downtown parking is FREE !!! They actually want people to come downtown and spend their \$\$\$\$. In a time where you can go to many malls , and Langford where parking is free the City of Vic needs to encourage people to come downtown not charge them more \$. Also more on street parking needs to be made, Having been to Paris and London ( very congested cities ) last month it is interesting to see that every available nook and cranny on the street is made into parking . Unlike here where spaces are being eradicated more and more . The city needs to take a look at how many more street spaces can be added. No matter how safe the city claims the parkades to be I will never use them. I have had wayyyy to many scary , disgusting and unpleasant experiences to ever go in one again.	4/14/2014 10:45 AM
294	The downtown business community is clearly at risk, with so many businesses establishing themselves in the outlying malls, especially the "big box" U.S. chains moving in. Making parking more confusing and expensive is definitely not going to improve the frequency of locals coming downtown. Making the city user-friendly, rather than penalty heavy, seems part of the answer. How about starting by making the City Parking card usable in parkades, not just the blue boxes? And not being so heavy-handed with the fines?	4/14/2014 9:43 AM
295	Additional designated spots for the handicapped would be helpful.	4/14/2014 6:50 AM
296	I think parking downtown should remain free from 6PM until 8AM Mon to Sat and free all day Sunday just like it is now. You should be able to park in a street spot as long as you need to without being penalized.	4/14/2014 12:37 AM
297	I keep hearing about the need to promote turnover in parking spaces. As a former retailer downtown I know that I lost business every time a customer looked at their watch and realized that they had to run to move their car. THE MOST IMPORTANT THING FOR OUR DOWNTOWN IS THAT PEOPLE FEEL COMFORTABLE SPENDING TIME THERE. Please don't continue to chase people away from it! Get rid of all 20, 90, even 120 minute parking limits. People should be able to go for lunch and browse through shops on their way back to their car without worrying about if they will have enough time. Sure, charge them more to park on the street but don't limit their time there. Maybe even charge them a higher rate after 90 minutes - just don't have them running back to their cars and away from the downtown! Also, please ask the commissioners not to be argumentative. If there is a dispute that they can't rectify right away they should simply have a brochure to hand out listing a visitors options for appeal etc. It adds insult to injury to be lectured to by an argumentative commissioner. There should be no need for them to do so. They need to loosen up and find something to smile about. They need to see themselves as ambassadors rather than enforcers. It would also be great if we, as residents and visitors, could see and feel that they are doing something positive for the city. Perhaps they need uniforms that are less like police officers and maybe they can be assigned a complimentary role to help improve their image and that of the city. Teach them to tell jokes - sing, juggle, handout downtown event guides, passes or discounts to local attractions, chocolate coins? Give them something redeeming to do. Olympia, Washington seeks to offer "Parking...with a Smile! We are on a mission to make parking in Olympia easier and friendlier". The backs of the parking tickets could also have coupons from downtown businesses - "We are sorry you received a parking ticket, please come in for .50 off a coffee and danish at the Dutch Bakery". Maybe every 20th ticket could be a warning and poem by Victoria's Poet Laureate. Do something different. Make parking downtown interesting, even fun. Get people talking about what Victoria is doing. WELCOME PEOPLE BACK DOWNTOWN.	4/13/2014 11:50 PM
298	doubt that I would ever feel safe parking in a parkade after dark.	4/13/2014 9:15 PM

## Parking Survey

299	I believe that Sunday street parking should remain free, but be time limited (and enforced with fines) in order to clear spaces and improve parking for shoppers.	4/13/2014 8:40 PM
300	On Fort Street between Quadra and Cook, the metered parking time limits are 90 minutes, and there aren't any parkades nearby. I attend 90 minute events at two businesses in that area, and a 90 minute window for parking is not long enough. It is not uncommon for folks to leave the class or event early to avoid a ticket. I think we would be happy to pay for longer parking, but it is not an option.	4/13/2014 8:09 PM
301	Really too bad that your last proposal didn't get adopted by council, it was on the right track (i.e. encourage parkade use, extend on-street payment until later in the evening). There are certain council members who have a conflict of interest here and should be recusing themselves from the process, and instead putting their own business considerations ahead of forwarding progress on a good parking policy and strategy for downtown. I can't stress enough that the residential parking system is broken. No to blanket (non-time based) residential parking zones, and no to resident-enforcement!!	4/13/2014 4:19 PM
302	I find the staff who operate the pay booths at the parkades are always very friendly and helpful (unlike the surly parking commissionaires). It makes my parkade parking experience very satisfactory.	4/13/2014 2:43 PM
303	In general I would encourage the city to increase parking availability. While I take the bus or ride my bike whenever possible, that is not always possible. I find myself avoiding the downtown area and locating services elsewhere for the sole reason that parking is either impossible to find or the max time 90 mins is insufficient for most of my errands. Then when you over park for a few minutes, you get a substantial ticket. This discourages me to do business or come and visit the city!	4/13/2014 1:38 PM
304	The bike and bus lanes are counter productive and dangerous. It is silly to see 5 people using a bike lane during rush hour when most people must drive to town from other places. We cannot afford to live in town. It is for elite and privileged people or those who are irresponsible and live on the streets at our expense. Those of us with families, seniors who have to move farther out because our pensions aren't big enough, those of us who are disabled, cannot ride bikes or buses. We have too much to do, too much to carry, and do not have time to wait for buses that are overcrowded, open to violent people and spread disease. It is dangerous to put buses in the middle of the road. My parents saw a child killed in the 1940s when they did that. You are going backward not forward. Also I have seen too many well meaning people, mothers and fathers, sons and daughters, killed and injured when the bike lanes disappear as they ride away from the city. It is a self-serving agenda of no cars in the city. I shop where the parking is free and available.	4/13/2014 12:08 PM
305	Often after the payment booth is closed for the evening and the self-serve machine takes over, I will find that one of the commissioners is standing, unprotected from vehicles, at the front of the self-serve machine trying to handle the transaction for each driver. Not only I'm worried for the safety of the commissioner, but I'm also considered that he/she is not ensuring the safety of the parkade users and vehicles.	4/13/2014 10:20 AM
306	I just got a city of Victoria parking card that I use at the on street meters - brilliant. No more over paying for quick stops. You should make this more accessible and advertise this option. Not many people know about it. In the last week, I've saved big \$\$\$. Also, lots of people don't want to park downtown cause they don't want to get a ticket. Ease up a bit.	4/13/2014 10:18 AM
307	Hope to hear soon about more creative ideas for making downtown a better place for pedestrians and bicyclists.	4/13/2014 10:00 AM
308	Maps of the different parking locations and they're specific costs/timelines would be useful.	4/13/2014 9:49 AM
309	The ticket that made me the angriest was in the songhees. I went to help an elderly relative with health issues and one cannot predict ahead of time how long this activity takes! I parked on the street at 1 pm and was issued a ticket at 3:05 pm. I realize that the time limit is 2 hours, and that I should have monitored more carefully. It really added insult to injury as the reason I was helping was partially because there are not enough services in place and family needs to help. So now when I go to help I am very diligent in monitoring the time which is very stressful. There has to be a better way to avoid downtown workers parking there for free, so that others can park short term. I did not encounter a commissionaire - just wanted to note my frustration.	4/13/2014 8:51 AM

## Parking Survey

310	<p>Three ideas for the Mayor and Council;; *****Commercial Loading Zones: These zones should be limited in use (i.e. not after 10 or 11 am) so that A: Streets like Government Street are not reduced to one lane traffic for much of the day and become vibrant walking spaces. B: So that more space is free for regular parking!! Many of these long zones remain empty all day, while people look for places to park! *****No Idling zones enforced: suggest a new paint colour for the curb that identifies specific and enforced NO IDLING ZONES. The reason: The city has more people living upstairs from commercial stores. My experience - There is a loading zone below my bedroom window. Many mornings the trucks idle for up to an hour. They also start before reasonable hours, with noise starting at 4:30 am. IF THERE WAS AN IDENTIFIABLE CURB COLOUR indicating residential above, so that the driver knew to turn off the engine AND REFRIGERATION MOTORS, there would be peace. {Otherwise, the onus is on the resident to call the delivery company and try to have 'turn off the engine' noted in the drivers log. this is a policy some companies have, but hard to reinforce with all drivers.} *****Have a 'Move in to Downtown Pass' so on moving day, someone can use a loading zone or meter in from of residence. This would be a good-will thing. As of now, anyone moving in to DT gets an introductory gift from the city: a parking ticket or two.</p>	4/13/2014 8:29 AM
311	Yes, please don't outsource the lots to Robbins. Keep them and be proud of them.	4/13/2014 8:27 AM
312	Re question 22, none of these options seems very effective. I don't subscribe to the TC, I don't listen to local radio, don't visit Facebook and Twitter regularly, wouldn't use an app etc. They're all useful for some people, but my guess is that most citizens will never see the information. Maybe send all ratepayers a blurb in the mail? Plus blanket ALL of the above.	4/13/2014 8:24 AM
313	What happened to parking for \$1 an hour and \$4 maximum for the day. You will have more people willing to park downtown anywhere rather than just coming down during the evening.	4/13/2014 8:10 AM
314	I think you have too many of the same people wearing a number of hats. They seem to be on the Board of Directors of everything ... CRD, Councils, Municipalities. The problem is they all seem to be afraid to speak out against their Mayors ... too many mouths sharing the same pizza, sharing the same brain. Why not have more "leave your car a home days" ... try our free shuttle buses. Just keep a camera on the passengers so that trouble makers don't bother the driver or passengers. Riding the bus is a privilege - not a right. Why not offer the people who ask for "spare change" to buy a weekly permit. The money raised could go toward new bedding and more shelters.	4/13/2014 7:47 AM
315	no	4/13/2014 7:45 AM
316	I am retired but we like to go out for dinner at least a couple of times a week. I am finding that I am simply avoiding downtown during the week because of the high cost of parking. From a business point of view that probably is not very important in the summer when the city is flooded with tourists anyway but it is during the winter months in particular that businesses need my patronage to survive. One of the councillors is making the argument that, on weekends on street parking spots are taken up by condo residents from Sat at 6:00 pm to Monday morning. The solution is not parking fees on Sat night the solution is to ban parking between two and six in the middle of the night. Frankly this is beginning to feel like a revenue grab by council at the expense of the downtown core. I think the merchants are finding harder and harder to compete with the new malls as it is. There seems to be more vacancies in core than ever before. So many cities have found that once the core starts to hollow out then it is extremely difficult to revitalize it. Ultimately a vibrant core is critical to our tourist trade as well.	4/13/2014 7:45 AM
317	Parking costs should be decreased or eliminated if you want to encourage people to shop and play downtown. I personally choose to go downtown only when absolutely necessary because I don't want an additional cost of parking to do what I can do elsewhere and park for free. Increasing on street parking cost will drive business out of downtown which will be bad for downtown culture and businesses.	4/13/2014 6:52 AM



## Parking Survey

318	<p>What i think is the parking fees during the day are expensive. Its out of this world , and private parkades are cheaper overall when parking more than a few hours. The 90 minute parking maximum during the day is crazy which is an inconvenience so need to drive and find another spot across the street. The commissionaires need to be trained in customer service, they always give the excuse that they cant void tickets after its written and no compassion. You end of winning at the city review board and just wastes a lot of time . I rather park my car at uptown or Langford when shopping where this parking fiascal doesnt exist. Downtown at nighttime isnt an issue with people parking on the streets because during the week things are quiet at night. The stores all close at 6pm anyways so a few restaurants, movie theatre, and entertainment . I never had a problem getting parking on the streets at night and big deal if you need to walk a few blocks to get to the venue. Also , anybody parking long periods of time downtown are at a high risk in getting vandalized . The parkades I dont like , not taking visa card is old technology and hard to find the toonie to pay. Somebody behind ya waiting while fishing for change . Then using the stairs always smells like urine , homeless people near by squatting the stairs and i say to myself , well thats downtown Victoria. City of Victoria needs an attendant at the parkades at night to assit people to their cars , I dont care how old you are but somebody there to make sure it's safe . I always think that I will come back to my car at night vandalized in a city parkade. Its business , if you want people to come visit downtown , then you need to show that the parking downtown is safe and cheap. The VICPD could be a presence to get the ball rolling at the parkades and have a schedule making sure people are feeling safe.</p>	4/12/2014 11:48 PM
319	<p>Although I do not park in parkades because I do not feel safe, I will park in open street level parking lots. In fact they are my first choice. I mostly avoid coming downtown due to the difficulty in parking. I need to come for some things such as appts etc but never come for shopping or anything I can get elsewhere.</p>	4/12/2014 11:42 PM
320	<p>Do not start charging for street parking in the evenings or on Sundays. I, for one, will simply not come downtown any more. There are plenty of movie theatres, shopping and restaurants in areas where the parking is free.</p>	4/12/2014 11:08 PM
321	<p>Parking is expensive in Victoria. I deliberately limit my visits and the duration of these to obtain essential items I can't get anywhere else. If parking was cheaper I would remain downtown to have lunch/dinner and browse through the shops. Downtown businesses are losing my business as parking rates are too high. I am concerned that condo owners will park on the streets and this needs to be controlled.</p>	4/12/2014 10:41 PM
322	<p>Sometimes City of Victoria can put a bit too much communications gloss and spin on materials to residents. It's okay to just post info on the website or whatever means is less expensive.</p>	4/12/2014 10:39 PM
323	<p>You are in competition with every mall that has free and secure parking. REMEMBER THAT. Check the comments on the TC article... no one wants to come downtown if they don't have to. And I guarantee you if they get a ticket if they go downtown, they are going to say, "fuck this."</p>	4/12/2014 10:36 PM
324	<p>More secure bicycle storage. Free BC Transit busses in to the downtown core</p>	4/12/2014 10:08 PM
325	<p>The more expensive and difficult you make it, the less people will come. Currently, 99.9% of my shopping is done at all the malls solely because of free parking and convenience. I know I am not alone in this thinking.</p>	4/12/2014 9:34 PM
326	<p>I find city parkade staff to always be very helpful, and I hope they have very warm and comfortable work areas.</p>	4/12/2014 9:05 PM
327	<p>Improve (fix) the bus service.</p>	4/12/2014 8:26 PM
328	<p>Parking downtown gets more difficult all the time. People can park for free for hours at area malls. Don't chase more people out of downtown with more restrictive parking. The 90-minute limit on meters should be extended to two hours. If you're shopping or attending a meeting, it can take 20-25 minutes to walk to your destination and back, leaving only about an hour for the meeting. Do you really want someone to go to a store, try on shoes or clothes, then rush away before buying to avoid a \$20 ticket?</p>	4/12/2014 7:04 PM
329	<p>see above - parking enforcement in victoria is a farce - i park in major cities in canada, us , europe all the time and have NEVER encountered ugly aggressive attendants like here - give them some people skills isn;t that a no-brainer????</p>	4/12/2014 7:03 PM
330	<p>No.</p>	4/12/2014 6:54 PM
331	<p>Parking is a major issue with my wife and I. We find it too expensive for on-street parking and the time allowed is too short.</p>	4/12/2014 6:50 PM

## Parking Survey

332	I don;t go down town as much as i would like to ...I prefer malls where the parking is free.....when i do have to go down town for doctors appts i take advantage of my time and hit the bay centre and he dutch bakery.	4/12/2014 6:00 PM
333	I have not noticed of any public pressure to make changes to the existing parking scene. Why make changes when there is no need?	4/12/2014 4:07 PM
334	hurry up.	4/12/2014 4:01 PM
335	As a tax payer I am sick of subsidizing roads and parking for motorists while I mostly ride my bike. I would rather subsidize a modern day approach to cycling infrastructure to ease the parking and other car related congestion problems. I have a small business downtown and would prefer to invite and reward cyclist for coming downtown and invigorating our important city core.	4/12/2014 3:52 PM
336	Victoria needs to really start to improve the DT core or all the local business are going to die with all the surrounding compilation. And Yes I do have some very great idea's on how to improve the Victoria economy and I feel they should start by not allowing any more big box store (which should have been capped for ever ago) and revamping our tourism program.	4/12/2014 1:15 PM
337	The second part of question 20, regarding city of Victoria officials, does not make a statement or ask a question. Perhaps it's supposed to mention the giving or taking away of parking vouchers? Also, allowing a day parking on street will cause more problems than relieve any. Street parking should be 90 minutes for all spots during the day.	4/12/2014 1:07 PM
338	Start thinking about your problems without thinking first about revenue. There are many solutions you have not even considered. Start thinking about the problem in terms of helping the businesses and the residents.	4/12/2014 12:45 PM
339	I haven't looked into the various charges for services which may be applied to electric vehicles parking in the parkades but the spots for these vehicles are located in convenient space which are prime areas that could be better used for people with special considerations such as those using walkers, canes, etc.	4/12/2014 12:12 PM
340	The handi-cap spaces do not factor in the vehicle's that load from the side. It is difficult to find spots in the parkades because of that, and you cannot stop in the lane to off load, then park. Some of the commissionaire's are nice, but some think they are the police. I once parked in a handi-cap spot at 9:15 A.M. on Comorant St. with lots of metre spaces empty to load up my son in the side load handi-cap van, I would be 3 or 4 minutes I did not put money in the metre. A commissionaire came along and told me to put money in the metre or put the ramp back in the van and move, I explained I had no change, my son had left the apartment and would be down in a minute, there was no traffic. He said he did not care get the ramp up and move, my son was wheeling out and I said we would be loaded and gone in minutes, he started to write a ticket and I told him I would fight the ticket what was his name, he pulled out his phone to take my picture - I took out my phone and told him his picture would be in the TC the next day. I hooked up my son's wheelchair, put up the ramp and we left. Not one car came up the street during this time.	4/12/2014 11:06 AM
341	Get rid of some/all of the exclamation points in the signage!!!!	4/12/2014 10:39 AM
342	Parking sucks in victoria - it isn't the availability of spaces that is a problem, a little patience and/or the willingness to walk a few blocks almost always pays off. The PROBLEM is the city's desire to treat parking first as a revenue source and to nail the driver parking for even the slightest error or delay. For us, the RISK of being delayed and overstaying the meter time is not worth the risk - so we go elsewhere for most of our needs... We only bring a car downtown on evenings or sundays now	4/12/2014 10:32 AM
343	Move on this ASAP. Thanks for having the survey.	4/12/2014 10:30 AM
344	I reside on Battery Street - it's one of the last James Bay neighbourhood streets with out residential only parking. It varies from ok to impossible to park on our street. Especially Monday to Friday, and as the weather improves. We often see people that work downtown park and walk to work. For the few that decide to do this ... it seems ok. However there is an employee of a taxi company that lives on our street and has encouraged his work mates to use our street as a hand off point for taxi workers and their cabs. It becomes very frustrating when a business is using parking on our street to facilitate their business at the cost of our ability to easily park. Thank you for your consideration.	4/12/2014 10:11 AM

## Parking Survey

345	I don't find the parking fees downtown in our city parkades to be egregiously priced. They are about right for a city our size. People say we are lucky compared to Vancouver or Montreal, but, let's be real here, this simply isn't Vancouver or Montreal as far as all that downtown has to offer, so I think the fees are about right. I do love our sweet little downtown and having more incentive to come downtown by offering first hour free parking in parkades is great for businesses, I think. On another topic, I am aware that the idea of having the on-street meters in-force in the evening is off the table for now. Please keep on-street parking free and unrestricted, time-wise, in the evenings. If, in the busy downtown core, you were to introduce metered parking in the evening, with, say, a 2 or even 3 hour max, then coming downtown to enjoy evening shopping or a dinner out will be completely off the table. Why do I say that? Who wants to spend their leisure time constantly watching the clock while out for a romantic dinner at a restaurant where one should be okay to linger? If you suggest parking in a parkade instead, I will reiterate to you that parking in a parkade in the evening, for many people, especially women, is simply not (and will never be) an option. If things were to change so that we can't park on the street without risking a ticket, then along with an unwillingness for many people to use parkades after dark will simply equal no going downtown in the evening for many.	4/12/2014 10:09 AM
346	I don't necessarily disagree with having variable parking rates, but I don't think 90min maximum parking times are the right solution for the downtown core. My shopping or dining experiences downtown all last longer than that.	4/12/2014 10:03 AM
347	Better access to parking (street and parkades) encourages a vibrant Downtown by attracting more customers. Maybe re-think why there is any monthly parking in the parkades rather than moving the monthly permit holders to the higher floors (or lower for Broughton Street). Make public transit a better choice than bringing a car to work.	4/12/2014 9:58 AM
348	A good survey and hopefully there is some improvement as a result.	4/12/2014 9:53 AM
349	The Plate readers are banned for the police. So why are they in use with the city.	4/12/2014 9:46 AM
350	As said before we need to make the parkades clean and safe before you will get individuals using them in the evening. Security around all night and easy assessability if needed by phone. Phone number of security posted where I could see the number when parking my vehicle.	4/12/2014 9:46 AM
351	Re: enforcement. I've collected a few tickets in my time and by and large they have been well deserved. You think 90 minutes is plenty and then you get delayed and zing - more money for the \$#! city. On the other hand, yesterday I was late by 30 minutes and no ticket, so I suppose it balances out. Not to mention the times when I forget to tag the card out and pay the maximum for a few minutes parking (y're welcome). What does irritate me is the attitude of some of the commissionaires - probably most of them. Here's one story: I had tagged my card out and was putting my briefcase in the back of the car. When I looked up, one of your cowboys was getting ready to write a ticket and told me in no uncertain terms that if my car was still there in 10 seconds there would be a ticket. This was a few years ago and I assure you I did not hurry back downtown after it. You do need enforcement, but it doesn't have to be delivered by a ex-soldier with an attitude.	4/12/2014 9:45 AM
352	Stop thinking of the parkades as a source of revenue; consider them as a way to bring customers to downtown businesses. If anyone is paying, it should be the ones who profit from customers, not the customers. Your competition provides free parking. I assure you that if any of the businesses that I use were available in malls, I would go there. In fact, I recently changed my library location to the Oak Bay branch, and I'm looking into finding other places that don't involve the annoyance of coming back to find myself paying an additional \$5-10 "punishment" fee for the already unpleasant experience of shopping in downtown Victoria. I cringe at the thought of what tourists see when they arrive here.	4/12/2014 9:25 AM
353	Parking in Victoria has become more and more of a money grab by the city. City officials should NOT have free parking at all. I have to pay for parking when I go to work, so should they. The city has slowly killed the downtown core by making it harder and harder for people to shop in town. If I have an option to park free at a mall or restaurant outside the centre, I will mostly choose to go there rather than downtown. Who can afford \$10 worth of parking on top of a day out shopping or eating out. I used to have a business downtown and people's biggest complaint has always been the cost of parking. Maybe to free up some street parking offer reasonable parking rates at parkades to people who work / own businesses downtown, then they would be less inclined to use street parking. Also perhaps make parkades safer. I personally never park in one if I am alone.	4/12/2014 9:18 AM

## Parking Survey

354	Raising on street parking fees or making it more complex coupled with the already aggressive ticketing enforcement will only encourage people like myself to avoid the downtown. There are many new and renewed malls offering dining and entertainment with reasonably convenient parking.	4/12/2014 9:08 AM
355	I love being able to park for free on the streets and in the parkades on Sundays. It definitely brings me downtown to go to the public market and do my shopping downtown rather than going to Mayfair. I don't like parking in the parkades in the evening as I don't feel safe there.	4/12/2014 9:07 AM
356	We engineer our roads to accommodate traffic, but cars and other vehicles spend almost all their time parked. All those parking spaces - and finding them - cause huge economic, environmental, and even social problems. <a href="http://www.cbc.ca/ideas/episodes/2013/01/28/paying-for-parking/">http://www.cbc.ca/ideas/episodes/2013/01/28/paying-for-parking/</a> Car ownership is a privilege and we aren't paying the true cost out of our own pockets: taxpayers are subsidizing an inefficient transportation system that is killing our planet. We won't consider alternatives until the real cost is made apparent. To the people jumping up and down about parking costing too much already - I say suck it up, ride a bike or take the bus. We need to get real about the cost of vehicle ownership. The city needs to pay for all those parking spaces. If I had my way there'd be no such thing as free parking anywhere.	4/12/2014 9:07 AM
357	Depending on the communication, one or more of the above could be used, ie; significant notifications would suggest using more than one communication vehicle. When I head downtown to the annual Symphony Splash, I always find a spot in the Broughton lot and get a chuckle when I see cars driving all around the downtown area looking for a spot. The foot exit from this parkade is less than five minutes from the harbor yet most people would not think of that	4/12/2014 9:05 AM
358	The plan to make street parking really expensive to force people into parkades was really dumb. People like me who just don't like the idea of parkades would quit going downtown altogether.	4/12/2014 9:03 AM
359	More bike parking is needed, and not the v kind. It is difficult to lock two bikes to a V lock because the pedals and handlebars prevent the bikes from getting close enough to lock up. Also, more covered locks like the one at MEC would be great. And make a bylaw for the maximum amount of time a bike can be at a lock station. In case bikes are abandoned and left for months. As for parking, two huge issues exist: mean commissionaire practices and confusion during after-hours payment method options. Cash, debit and credit should be accepted at the evening "pay \$2" machines. Re: parking police: give them more authority to dismiss tickets on the spot, or write a warning instead of a ticket. Also have a Christmas time campaign where they don't write tickets - only warnings. The downtown core needs the commerce, but the city needs the revenue. So don't drop prices permanently; offer small incentives like no tickets at Christmas time to drive goodwill.	4/12/2014 8:59 AM
360	Thanks for asking	4/12/2014 8:58 AM
361	It takes too long to get out of the parkades. In part, this is because the signage for rates is not until you're almost at the pay stations. This info should be available sooner so people can use their time in line to determine and find the right amount of money. A foot pay system would be useful, especially if they could then use a separate lane to exit. It would need to have really good signage and ideally onsite support staff at first as we have that where I work and people drive in a single lane in the middle of the available space, blocking access to the prepaid line.	4/12/2014 8:58 AM
362	I just want to say how great it is to have city council members online. It is so terrific to be able to have short direct communication in that form. Aren't we lucky!	4/12/2014 8:53 AM
363	You should fix your residential on street parking system as well. It's ridiculous that someone has to receive and review parking tickets every day until the commissionaires who work that area finally are aware/recognize your car and that you live there. Also a better system for guest parking in these situations.	4/12/2014 8:53 AM
364	Please remember when setting parking rates and changing fees, that it is just one more barrier facing people who want (or would like to) go downtown. Downtown Victoria and the businesses it comprises are now competing with places like Mayfair, the newly renovated Hillside Mall, Langford and Uptown for shoppers. All of these locations offer free and convenient parking. When making the decision to purchase an item, the buyer will decide whether he or she wants to pay the "downtown tax" i.e. parking fees and deal with the hassle of finding a spot and then worrying about the aggressive commissionaires on top of the cost of their product. For myself (a Saanich resident) and my group of friends, we really don't have any need to go downtown. For council, the priority should be to encourage people to come downtown, spend their money and have an enjoyable time - collecting revenue from parking is a short term gain, but if it discourages businesses from opening downtown and discourages local shoppers from spending their money downtown, you are losing in the long term.	4/12/2014 8:50 AM

## Parking Survey

365	Please don't tell me where to park. Its my decision and not the city's business. Parkades don't feel safe and based on published police calls to them they are not. 160 calls per year is a very high number. I don't feel safe in a parkade at night and some parkades during the day due to the druggies and homeless people. I'd prefer you abandon pushing people into parkades. This makes me not want to go downtown anymore if you raise the rates and force me into a parkade. I will simply go elsewhere. Thank you	4/12/2014 8:37 AM
366	You need to attract customers downtown to compete with the malls. Their big advantage is free parking. I think the city should even the playing field.	4/12/2014 8:34 AM
367	As a general point, it might be good to transparently publish the revenue/expense budget for parkades vs. on-street parking to demonstrate which is more cost effective and which benefits the public more - obviously the facility that better generates revenues that could be used beneficially for the taxpayer might then become a preferred choice. Enlightened self-interest is a great motivator.	4/12/2014 8:33 AM
368	Where applicable change spots from end to end to head first spots (like in a mall parking lot. Much easier to get into and get out of.	4/12/2014 8:20 AM
369	Preferential parking for ANY city official should be eliminated. Parking strategy should be directed toward ENCOURAGING people to visit Downtown, not deterring them, more attention should be paid to DVBA & small business. There should be exceptions/more understanding for tourists/out of town visitors.	4/12/2014 8:00 AM
370	The downtown is getting harder and harder to get to with the jamming up of the road network - only go downtown in an emergency - traffic jams where they never were before and large pretty empty bike lanes - dramatically reduced convenience of being near downtown area. Not going on a bus (long walk from residence - not carrying bags around from shop to shop. Shop at outside downtown areas where parking is convenient and n/c. (Mayfair, Hillside, Westshore). Uptown is a lower choice as parking and traffic gets quite congested. Mixing so many traffic modes on so many streets makes driving more dangerous and increases Greenhouse gas with much increased idle times and increased journey times. Bikes are great for A/B trips when weather is nice - not going grocery shopping on one, biking is more dangerous now with too many bike lanes & blocked off roads creating increased congestion and driver frustration. Victoria is becoming a place for the "downtown residents" or tourists to go out to dinner or other entertainment . There are fewer types of stores.	4/12/2014 7:42 AM
371	The blue pay stations perform very poorly. I would like to pay by phone. I would like to pay with an app. I wish I could reload my prepaid card online. If I use my prepaid card and I use all my parking time please don't force me to "log off" by inserting my card again.	4/12/2014 7:37 AM
372	I'm not sure that making different pay rate zones for on-street parking will make all that much difference. Ask 100 people, and 99 will have no idea what the hourly rate is on-street. Most of them are like me, they just keep shoving in coins until they get the time they want.	4/12/2014 7:29 AM
373	Good luck. You may have as many Cranes hovering over the streets as you like but Parking Fees will produce: For Lease signs along your city streets. Perhaps you might change your Parking Fines ... to read: All money collected will be given to a variety of local charities. Thank you	4/12/2014 7:18 AM
374	This really feels like a survey that is out of touch with the actual problems.	4/12/2014 7:11 AM
375	Get rid of Robbins and make it all city parking	4/12/2014 7:05 AM
376	Please stop threatening to get rid of free parking on evenings and Sundays. Just completely forget about it. There are a lot of people who live downtown who don't have access to dedicated parking in their building who rely on free street parking and it would be a real asshole move to make it more difficult or impossible for these people to continue to live and contribute to the economy downtown.	4/12/2014 7:04 AM
377	I would like to see the log on and off stations policed somehow for safety as this is where street people can and do harass a person . The public does have to come and go from these stations and stand there for a matter of enough time for them to ask for or demand money.	4/12/2014 7:03 AM
378	For what it's worth, you could charge double the rate of the closest Robbins lot and I would still park in a city facility to avoid giving one cent to those crooks.	4/12/2014 6:39 AM

## Parking Survey

379	I have never thought cost was an issue. I have also never been unable to find a downtown spot. The price of parking is extremely reasonable here. Victoria is known for its downtown tickets and ruthless parking commissionaires. I know few local people without a story of getting at least one undeserved or questionable ticket (including me, who parked 13" from the curb and stepped OUT of my car to the waiting ticket, not permitted to repark the car despite being, well, right there. At Christmas with my kids.). You might consider having a system with a grace ticket or two considering how brutal ticketing is in this city. I honestly avoid coming or shopping downtown since that experience. That is part of your parking problem. The other part might just be allowing traffic in the core PERIOD. Take the cost of a bus pass down a huge notch and I know many people who would be more than happy to leave their car at home.	4/12/2014 6:36 AM
380	Paying for parking is awful in general, and the customer service experiences I have had with anyone involved in parking have been brutal. They are the least understanding, and always seem to be on a power trip. Improve the customer service, and reduce parking rates.	4/12/2014 6:24 AM
381	1. The more variations in on-street parking (such as changing limits) means better communication to users/signage is needed. 2. please find a way to improve exiting the parkades, streamline payments or better education of parkade users. this is the biggest bottleneck of the whole process.	4/12/2014 4:29 AM
382	On street parking is especially difficult after 6pm on weekends.	4/12/2014 2:39 AM
383	I am opposed to increasing the price of on street parking.	4/12/2014 1:19 AM
384	Thank you for taking the time to think about the issue!	4/12/2014 1:08 AM
385	For security reasons I do not like to use parkades, often dark with no security. Outdoor single level parkades are often small spaced and the possibility of vehicle damage is raised by careless pedestrians. On street parking with a time limit allows for quick shopping, lunch, appointments without the need to enter and exit parkades and the time consumed getting to and from street level.	4/12/2014 12:30 AM
386	Re question 20: I did work downtown, across the street from the Johnson Street Parkade. This was in the 1980s. You had us park on the higher levels at that time. Not very convenient and time-consuming. I tried and then I found parking in a lot that was a block away and safer, cleaner, less smelly and saved gas. And, because I wasn't on the top floor, it was closer than parking in the parkade. By increasing rates in the area close by parkades, all you do is give preferential parking to wealthy people. The others who are on a budget will either go to the malls, park farther away and walk an extra few blocks or find something else to do. Do you give out free parking to citizens doing work downtown? Then why would you give free parking to elected officials? They are getting paid to do a job, even if it is for the city. They can ride a bike, walk or take public transit, just as you suggest to the citizens, if they don't want to pay for parking. They can even car-pool and share the cost of parking, just like the rest of us.	4/11/2014 11:40 PM
387	I actually avoid downtown visits because of parking. I hate during the day that I have to pay so much to have a meeting downtown for an hour. It's a ridiculous amount.	4/11/2014 10:57 PM
388	I think that we shouldn't be undoing all the good that Tourism Victoria does by targeting tourists for tickets at on street meters. They should be given a lot more leeway than local residents. Even so, you sometimes run late, or end up in lines in stores and are late back to your car. Getting a ticket any time you're a few minutes late discourages people from shopping downtown. I really try to support local business but you make it very difficult to do this when I decide not to bother continuing shopping because I know my meter is running out. I know I could use a parkade, but again, I don't feel confident of my safety in the parkades.	4/11/2014 10:42 PM
389	No	4/11/2014 6:46 PM
390	More reasonable parking rates.	4/11/2014 6:08 PM
391	I am a motorcyclist and have had experiences where scooter riders are poorly parked in spaces appropriate to fit up to 3 or more motorcycles or scooters perhaps this is not an issue that would fall under the purview of the municipal gov. as well there is many void spaces next to on street parking that isn't metered but would be perfect to fit a motorcycle or a scooter, but since they are marked as yellow motorcyclists will get ticketed for parking in them. forcing them to take up larger spaces. just a thought.	4/11/2014 5:57 PM
392	Trucks and vans park in parkades. Some take two spaces and I bet they only paid for one! Also, I think small spaces is the way to go. I couldn't currently use them, but two cars where there is currently one means more shoppers and those cars or motorcycles are better for the environment. Go GREEN! Oh, I've seen the electric spaces - we need more. Victoria should be the Green city, not just famous for our flowers.	4/11/2014 5:00 PM

## Parking Survey

393	I am a member of the Victoria Car Share - it would be great to see spots on the street in more parts of the city. Have you been in touch with them about this survey?	4/11/2014 4:56 PM
394	I think a majority of tickets are handed out to people who want to follow the rules but who get confused. Having different rates on different streets is going to make things worse for people.	4/11/2014 3:18 PM
395	Heavy-handed ticketing may enhance the city's coffers but hurts downtown businesses.	4/11/2014 1:20 PM
396	There should be a 5 minute grace period in loading zones for Downtown business owners to pick up or drop off goods at their business.	4/11/2014 12:40 PM
397	Can't say enough about the staff you hire. The parking enforcement people you currently have are doing such a disservice to the city. I've never experienced such horribly aggressive people in any other city on this planet. Parking tickets are not a way to raise revenue for the city—if you actually encouraged people to come downtown they'd spend more, more businesses would move into the core	4/11/2014 12:31 PM
398	Ismo has a tough job!	4/11/2014 12:26 PM
399	I live in James Bay and I usually walk into downtown solely to avoid the hassle of finding and paying for parking	4/11/2014 12:21 PM
400	Don't give away benefits for free.	4/11/2014 12:18 PM
401	Allow online reloading of City of Victoria On-Street Parking Cards through the City's web site. At the present time a user has to come downtown with a fist full of coins to reload at a pay station or find and pay for a parking space to visit City Hall.	4/11/2014 12:16 PM
402	Thank you for addressing the issue. I have worked in retail downtown for eight years and am always frustrated to lose business due to lack of parking availability.	4/11/2014 12:10 PM
403	Please make it MUCH easier for people to get a parking card, perhaps make it free, and make it easier for people to add parking time before it runs out. While tickets are fair, they seem to attract unreasonable rage in drivers. Incentivize parking cards by having an automatic grace time top up instead of a ticket.	4/11/2014 12:09 PM
404	No. Thanks for the opportunity to voice my opinions.	4/11/2014 11:52 AM
405	I only come downtown on Sunday when parking is free. So making parking free or at least more affordable for starters would help. Have the commissioners cutback on there aggressive ticketing. Drop the contracts with Robbins parking. Remove smart-car stalls and stop being greedy by passing the burden of city debt onto the very shoppers who support downtown business's	4/11/2014 11:19 AM
406	Parking should be more expensive to encourage transit use	4/11/2014 11:14 AM
407	hurry up and make the changes, and I welcome the change to a more positive approach.	4/11/2014 10:38 AM