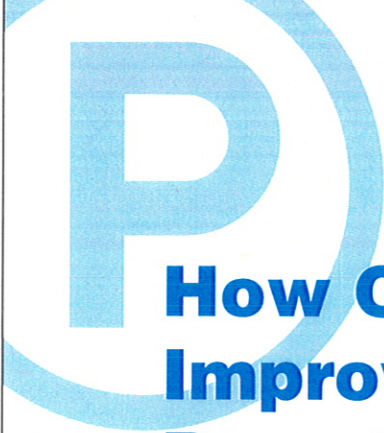


Parking Services Review Public Consultation

Attachment N – Collateral Materials

- TC and Vic News ads
- Postcard Handout
- Pay Station Panel
- Display panels




How Can We Improve Parking Downtown?

Online Survey
Please tell us in an online survey
by May 2 at www.victoria.ca/parking

Open House
Drop by to view displays and meet with staff
to discuss proposed parking improvements on:

Friday, April 25
8 a.m. – 9:30 a.m.
Victoria City Hall Antechamber

The City of Victoria recently reviewed its parking services to make it easier to park downtown and improve customer service. We are seeking input on these recommendations and invite you to share your thoughts.



victoria.ca/parking



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Postcard to
promote survey
and open house

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Pay station
signage to
promote survey

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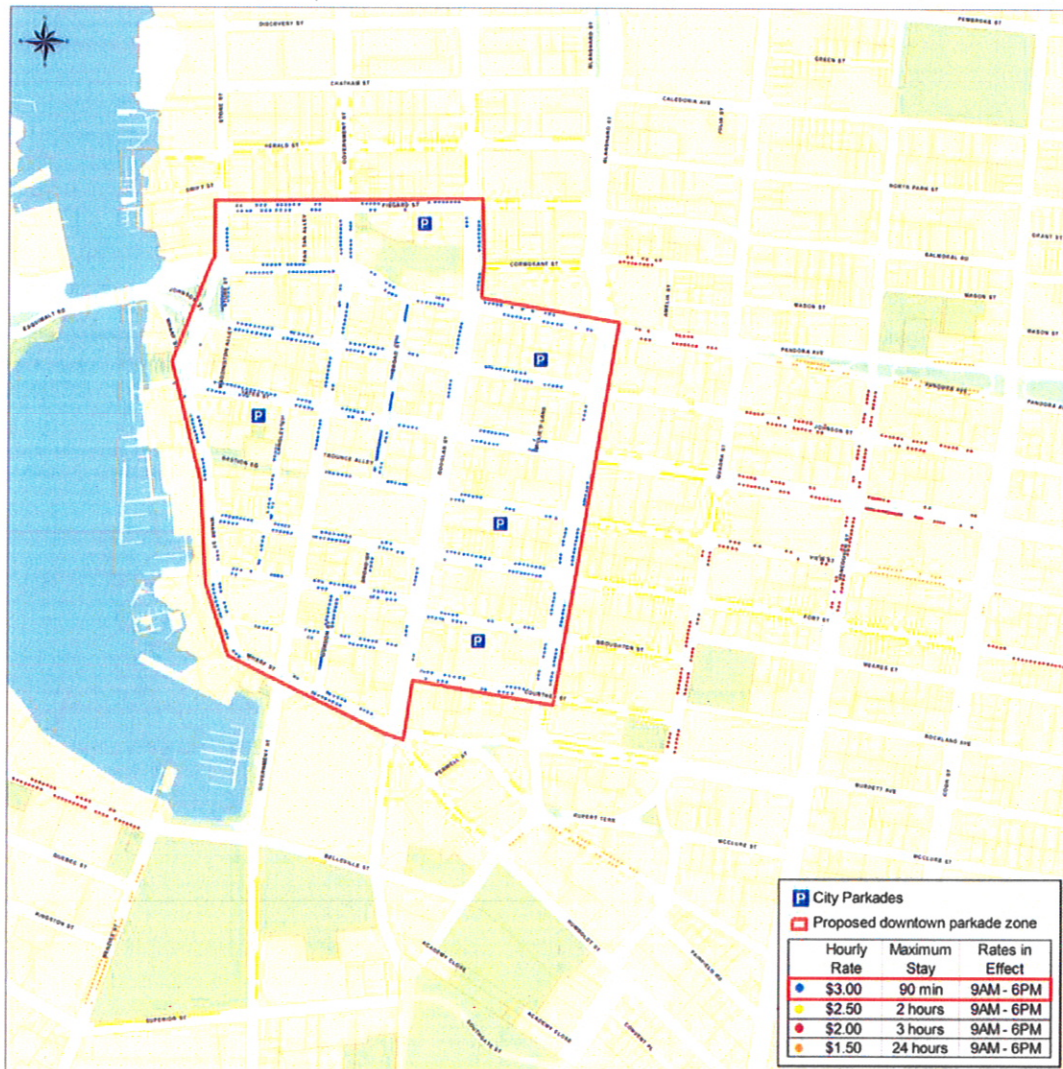


Display Panels
for Open Hours
and employee
hours graphs.



PARKING SERVICES REVIEW:

Downtown Parkade Zone Map



On-street spaces within three-minute walk of City parkades.



victoria.ca/parking



PARKING SERVICES REVIEW:

Recommendations

On-street Parking

- Provide 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. (Please see Downtown Parkade Zone Map.)
- Provide additional downtown venues to reload the City's on-street parking card.
- Have Greater Victoria elected officials with permits park in City parkades when within three-minute walk of a parkade.



Of the 3,845 parking spaces downtown:

- 2,359 (61%) of these spaces will see a decrease in rates
- 837 parking spaces (22%) will see an increase in rates
- Remaining 649 downtown parking spaces will stay at the same rate with extended time limits



PARKING SERVICES REVIEW:

Recommendations

City Parkades

- Offer the first hour free in all City parkades.
- Offer free parking in City parkades in the evenings from 6 p.m. – 8 a.m. Monday to Saturday.
- Reduce the hourly parkade rate of \$2.25 to \$2/hour and charge on 15 minute-intervals.
- Daily maximums to be \$12 at all parkades except at Bastion Square Parkade (\$14 due to higher demand).
- Move monthly, long-term parkers to higher floors to free up space on lower floors.
- Install parkade space counters at entrance to show number of spaces available.
- Offer more methods of payment in parkades. Introduce new “pay on foot” machines enabling payment for parking before returning to vehicle to reduce wait times at exit.
- Improve way-finding signage in all parkades.



PARKING SERVICES REVIEW:

Recommendations

Customer Service

- In partnership with the Downtown Victoria Business Association, develop a new training program for parking enforcement.
- Improve information about parking downtown online, in print, on-street and in parkades.



Parking will continue to be free
on-street and in City parkades on
Sundays and Statutory Holidays.



PARKING SERVICES REVIEW:

Security and Safety in Parkades

Enhancing security and safety in parkades have been a focus for the City over the past six years. All recommendations outlined in a Crime Prevention through Environmental Design study that was completed in 2007 have been acted on.

Improvements at City parkades have included:

- 24/7 on-site security
- increased visibility by removing hidden areas and installing windows in stairwell doors
- new paint and lighting to make parkades brighter
- new way-finding signage



Victoria Police Department statistics show an overall decrease of 75% in calls for service since 2007, in the form of property crime, vandalism and disorderly people.



PARKING SERVICES REVIEW:

Upcoming Parking Initiatives

This fall, the City will explore additional opportunities for parking improvements downtown.

- Review external contracts including parking enforcement.
- Look at Parking Review Office to determine how to make more welcoming and easier to find.
- Improve parking ticket review practices.
- Review “specialty” parking spaces in parkades (e.g. spaces for persons with a disability, parents of young children, free electric vehicle recharging stations, and bicycles) to increase, promote and make easier to find.
- Review “specialty” parking spaces on-street, including loading zones, to ensure efficient use and improve traffic flow.
- Monitor and adjust monthly parkade rates to ensure parking is priced according to use.
- Expand on-street meters in congested areas to increase turnover.
- Develop advertising policies for pay stations and parkades to generate revenue for parking improvements.



PARKING SERVICES REVIEW:

Online Survey



Please share your
thoughts on parking
downtown in our online
survey by May 2.

victoria.ca/parking



victoria.ca/parking



PARKING SERVICES REVIEW:

What can we do to improve parking downtown?