

Parking

Led by: Director of Mobility

Description

The Parking Service facilitates parking and innovative use of space including patios for businesses and communities to benefit Calgarians. This is achieved by providing paid and timed parking and loading, the enforcement of The City's parking policies and bylaws, administration of permitted parking, and space management for special events and seasonal activities. The mission is to contribute to vibrant, safe and accessible communities by managing and administering parking resources.

The Parking Service is self-supported and generates a revenue stream that allows for reinvestment in communities, business areas and other Council priorities.

Value and benefits

This service uses leading-edge technology to provide public parking on-street, in parkades and in surface parking lots. This ensures that parking is reliable and available, facilitating movement throughout the city and access to homes, businesses and services. The service also supports movement and access through the provisioning of special use zones such as commercial loading and accessible parking zones and supporting parking for special events.

Parking enforcement activity ensures safe and accessible parking, while also supporting emergency services through actions such as safeguarding access to fire hydrants. Enforcement also supports activities such as street cleaning and snow removal by ensuring roadways are clear of vehicles when required. This service supports The City's parking policies, assists in maintaining traffic flow and the pursuit of The City's transportation goals.

Customers

Parking serves vehicle and bicycle users, and supports businesses and services across Calgary. Residents and visitors are served by parking permits where required. Enforcement activity serves vehicle operators, residents, and businesses by providing safe movement and access to parking.

What we deliver

This service manages parking to meet Calgary's needs by delivering appropriate parking resources throughout the city, such as paid, permitted and accessible parking. The service develops and maintains City parking strategies, policies and associated bylaws. Parking services administers the parking revenue reinvestment program.

Partners

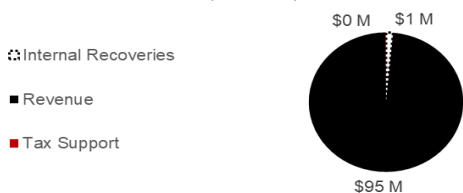
This service partners with Calgary Transit to support the enforcement of reserved parking stalls at C-Train stations and with the Streets service to support efficient traffic operation and maintenance. The service works externally with community associations and neighborhoods, local school boards, Business Improvement Areas and third-party clients to manage parking services.

5,484,493	Number of parking transactions per year
42	Number of parking facilities managed
166,993	Customer calls in 2021
51	Electric vehicle charging stations

Key assets

The overall asset replacement value of Parking is estimated at over \$521 million. The major two categories include Parkade (11) and Surface lots (31). Over 72.6% of assets are rated as fair to really good condition, whereas 27.4% are rated as poor condition.

Parking
2022 Budgeted Gross Operating Expenditures Funding Breakdown (\$ Millions)*



* Gross operating budget may include internal recoveries that are also included in other services' gross operating cost.

Note: Internal recoveries is how The City accounts for the costs of goods or services between services

What we have heard & what we are watching

What we have heard

The Citizen Satisfaction Survey shows an improving trend in citizens' satisfaction. 72 per cent of surveyed citizens are satisfied with the job The City is doing in providing Parking and enforcement. Additionally, 50 per cent of citizens think we should maintain the current level of investments for Parking where only 21 per cent think we should invest more and 30 per cent expressed less investment for Parking.

What Council has directed

The Parking Service will deliver parking strategies to support Council's focus areas of Downtown Revitalization and Transit. It will provide an easy to use parking system to help position the City of Calgary as a destination of choice for hosting major events and promoting local ones. It will modernize its parking technology and conduct sustainable parking operations to help promote Calgary's brand as a successful city. The Parking Service will continue to seek efficiencies with the completion of its integration of the Calgary Parking Authority (CPA) operations with the City of Calgary structure, to devise innovative parking solutions to ensure financial sustainability and to continue to explore efficiencies with violation ticket prosecutions. The Parking Service will do its part to minimize emissions from operations and support green options for parkers and play an active role in climate innovation by prioritizing projects through the Climate Resilience prism.

What we are watching

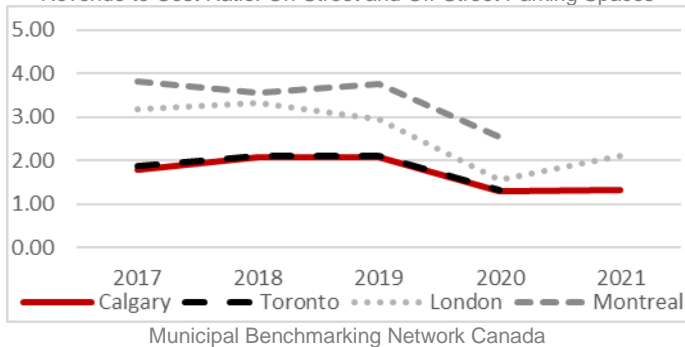
The duration of the pandemic's negative impact on parking activity. Reduced parking activity in high occupancy areas of the city has significantly impacted parking revenue streams, including tag issuance.

Integrating the Calgary Parking Authority's operations fully with The City's new organizational structure will be a complex process and will take time. The transition aims to minimize any disruption of service for customers.

As the trend towards teleworking continues, new products such as the Flex Pass have been developed and will be evaluated and updated as circumstances continue to evolve.

We will be continuing to pay close attention to our customers who will be impacted as we implement the changes to the Residential Permit Parking Program. Adjustments to the program, communications and information sharing will be considered as needed.

Revenue to Cost Ratio: On-Street and Off-Street Parking Spaces



Comparing our service

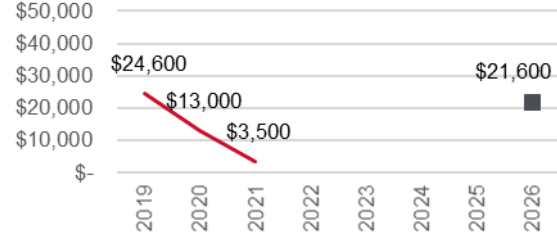
Calculated by dividing the total revenue by total operation costs, this benchmark represents the efficiency with which parking stall revenue is generated. The 2018 and 2019 results show an increase from the continuous declines of prior years. However, as shown in the results from 2020 and 2021, the COVID-19 pandemic caused related loss of jobs/commuters to the downtown core resulting in the decline with Calgary performing better than the national median of 1.22 in 2020 and 1.17 in 2021.

Measuring performance & where we want to go

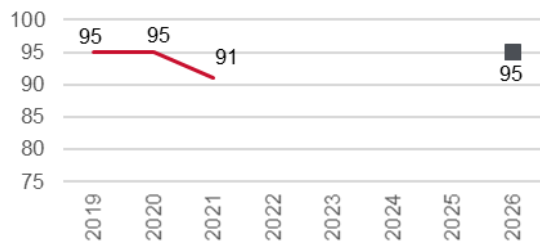
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— Actuals ■ Expected Future Performance

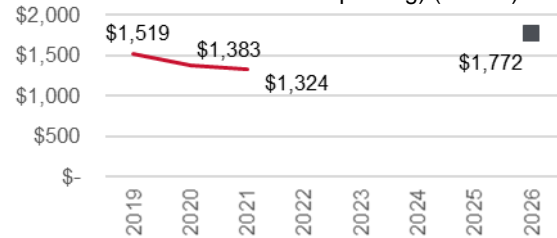
PM1: Financial Return to the City of Calgary
(thousands of dollars)



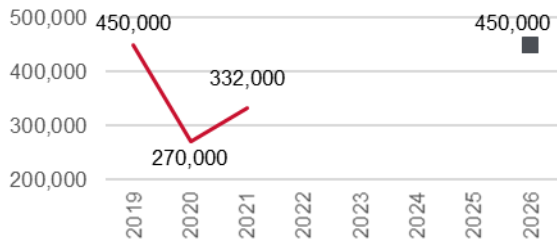
PM2: Positive Customer Perception (per cent)



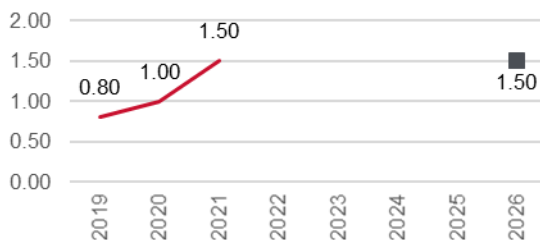
PM3: Total Cost per Paid Parking Space Managed
(Total cost, per space, for on-street, off-street surface and off-street structure parking) (dollars)



PM4: Number of Enforcement Tags Issued per Year



PM5: Response Time of High Priority Calls for Service
(hours)



Story behind the curve

Parking and enforcement revenues were severely impacted by the COVID-19 pandemic, resulting in much lower financial returns to the City of Calgary. As parking demand returns to the downtown core, these returns will increase and stabilize. A review of the policy guiding returns is required and will be brought to Council no later than Q2 2023; as such, returns will not meet the policy requirements until this is complete.

The overall percentage of customers who are satisfied with their experience remains consistently above 90%. The Parking service has worked to increase customer satisfaction through a series of changes to the customer service delivery model to provide proactive, high quality, and timely support to customers. Given that customer satisfaction remains high, the goal is to take steps to maintain or increase the level of positive customer perception over the next four years, particularly in the areas of technology and customer service.

The cost per parking space managed is a useful measure of service cost and value. Calgary does have a higher cost per stall than other benchmarked municipalities. The total cost per parking stall managed decreased during the COVID-19 pandemic, due to the implementation of several costs saving initiatives and lower property taxes. Cost per parking space is expected to increase as occupancy increases overtime. The “turn the curve” projections recognize that every effort must be taken to find efficiencies to keep costs low and value high for Calgarians.

Ticket issuance peaked in 2019. Ticket issuance was substantially impacted from changes in parking behaviour due to the pandemic and related health restrictions. From the onset of the pandemic in March 2020 ticket issuance slowly trended higher, and with the removal of all restrictions early in 2022 parking activity increased in the downtown core. Staff anticipate that our ability to improve our monitoring ability (both size of the area monitored and the frequency of monitoring) will support the tag issuance projected increase of 5 % per year.

This is a measure of responsiveness of high priority calls for service received by the parking service. By maintaining a relatively quicker response time, the Parking Service continues to contribute to the safety, mobility and accessibility for all Calgarians. As the Parking Service strives to maintain current level of service, the response time for these types of calls for service is anticipated to be comparatively the same.

What we plan to do

Result for 2023-2026

We will adjust to new demand levels and providing parking products and services to meet evolving customer and business needs while leveraging opportunities resulting from integration with The City.

How we are going to get there

Improve positive perception of the Parking Service by facilitating sponsorship and outreach programs where funding is allocated to groups or organizations that have mobility and transportation-related projects.

Deliver awareness of the ParkPlus System, the Traffic and Parking Bylaws to Calgarians by creating opportunities for Parking Safety & Compliance (PS&C) officers to engage with customers and Calgarians in the community.

Decrease operating costs by upgrading to more fuel-efficient fleet vehicles.

Reduce parkade operating costs by upgrading lighting and heating units.

Increase revenue through the Flex Pass program and other new products.

Allow for a better understanding of business recovery by developing Key Performance Indices (KPIs) focused on gross revenue and net revenue.

Maintain and operate safe facilities for customers, and increase efficiencies and reduce operational costs, by supporting the lifecycle and asset strategy, focusing on upgrading infrastructure (mechanical, electrical).

Support and maintain the City's License Plate Recognition (LPR) enforcement capabilities by replacing aging technology, including mobile and/or vehicle License Plate Recognition equipment, and fixed facility-based License Plate Recognition equipment currently in use.

Enhance user experience, data security, operation stability, reduce technology maintenance cost, provide faster responses to stakeholder needs and the industry's changing requests, and add new features and flexibility to integrate with third party applications, by enabling, supporting, and automating Calgary Parking Authority (CPA) parking management operation to support the lifecycle management of software solutions.

Increase the number of Electric Vehicle charging stations in City-owned parkades in the short-term and assess utilization demand and increase capacity as we advance.

Install Electric Vehicle charging stations on-street by working with the Calgary Sustainability team to assess demand and feasibility.

Operating budget needed to achieve results

For Council Approval

Breakdown of net operating budget (\$000s)

	2023		2024		2025		2026	
	Base	One-time	Base	One-time	Base	One-time	Base	One-time
Previous Year's Net Budget	89		89		89		89	
Previously approved One-time budget		-		-		-		-
2022 One-time carry forward		-		-		-		-
Revenue Changes	(72,820)	-	(3,641)	-	(3,823)	-	(4,014)	-
Internal Recoveries Changes	(30)	-	(2)	-	(2)	-	(2)	-
Inflation	(3,143)	-	(1,506)	-	655	-	624	-
Operating Impact of Previously Approved Capital	-	-	-	-	-	-	-	-
Operating Impact of New Capital (Incremental)	-	-	-	-	-	-	-	-
Service Reductions	-	-	-	-	-	-	-	-
Service Increases	59,864	-	474	-	483	-	493	-
Transfers to/(from) reserves	16,129	-	4,675	-	2,687	-	2,899	-
Total net budget	89	-	89	-	89	-	89	-

Total Operating Budget (\$000s) for Approval

	2022 Budget ¹	2023			2024			2025			2026		
	At April 30	Base	One-Time	Total	Base	One-Time	Total	Base	One-Time	Total	Base	One-Time	Total
Expenditures	3,056	75,906	-	75,906	79,549	-	79,549	83,374	-	83,374	87,390	-	87,390
Recoveries	(1,362)	(1,392)	-	(1,392)	(1,394)	-	(1,394)	(1,396)	-	(1,396)	(1,398)	-	(1,398)
Revenue	(1,605)	(74,425)	-	(74,425)	(78,066)	-	(78,066)	(81,889)	-	(81,889)	(85,903)	-	(85,903)
Net	89	89	-	89	89	-	89	89	-	89	89	-	89

Calgary Parking Authority (CPA)	
Expenditures	61,773
Recoveries	(50)
Revenue	(92,995)
Net Income	31,272
Net	-
Parking	
Expenditures	96,101
Recoveries	(1,412)
Revenue	(94,600)
Net	89

Notes:

- In prior budgets, the parking service contained components from both The City and Calgary Parking Authority (CPA). This budget shows a complete service, reflecting the ongoing integration of CPA into The City. This parking service plan and budget reflects the change in status.
- Financial policies contained in Council Policy CP2021-04, Calgary Parking Policies contemplate that CPA operates with financial independence from The City. These financial policies are no longer appropriate with CPA integrated into The City. A review of the policy is required and will be brought to Council no later than Q2 2023.
- Revenues and expenditures for Parking will be reported through the same mechanisms as for the rest of City Administration going forward.

Note: Figures may not add up due to rounding.

Capital budget needed to deliver service

For Council Approval

Activity	Investment Name	2023 Request (\$000s)	2024 Request (\$000s)	2025 Request (\$000s)	2026 Request (\$000s)	2027+ Request (\$000s)	Total Request (\$000s)
Annual Investment Program(s)							
		-	-	-	-	-	-
Program(s)							
		-	-	-	-	-	-
Projects(s)							
426956	Parking Service Capital & Structural Improvement	8,552	12,789	5,844	8,350	-	35,535
Sub-Total (New Budget Requests)		8,552	12,789	5,844	8,350	-	35,535
Previously Approved Budget Remaining		-	-	-	-	-	-
Total Capital Investment		8,552	12,789	5,844	8,350	-	35,535

Explanation of capital budget requests

Projects(s)

Activity 426956: Parking Service Capital & Structural Improvement

To support lifecycle and asset strategy, operate safe facilities, expand the use of LPR technology, and improve technical service delivery. The project ensures facilities operate safely, operational costs reduced, IT infrastructure and legacy systems improved/replaced, climate goals met.

Funding From: Capital Reserves (\$35,535 thousand)

Contributing Services: None

Operating Impact: None