Parking Operations, Maintenance & Development

Ottawa
Public Works Department

2010 Annual Report

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Message from the Manager

It is my pleasure to introduce the first Annual Report for the Parking Operations, Maintenance & Development Branch. Not only does it highlight our key initiatives and accomplishments of 2010, it illustrates the exciting transformation taking place with the City of Ottawa's parking program and marks the beginning of our new performance measurement reporting processes that promote accountability and transparency.

The year 2010 was a great success for our Branch. The roll-out of the pay and display system served to create many tangible benefits for both our customers and stakeholders alike. We realized several other service delivery enhancements and efficiencies by promoting alternative modes of transportation, engaging with the community, and ensuring strong financial management, among others.

Interaction with our stakeholders continues to be a cornerstone of our operation. Business Improvement Associations (BIA's), Community Associations, Places of Worship, and Ward Councillors continue to be involved in our location specific policy decisions, while the Parking Stakeholder Consultation Group (PSCG) remains our main vehicle for consultation. I am excited by the feedback and progress that was made in 2010 and look forward to building on this foundation in 2011 and beyond.

I would like to extend my thanks to all residents and visitors of Ottawa. Without your patronage, our success would not have been realized. I would also like to thank our staff for working tirelessly with dedication, diligence, and commitment to ensure that the residents of Ottawa receive the best value possible.

I hope that you find this report insightful – it is representative of the excellent services we provide. If you have any comments about the content, please feel free to contact me personally.

Sincerely,

Doug Robertson, MBA

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The Parking Stakeholders Consultation Group (PSCG)

The Parking Stakeholders Consultation Group (PSCG) was established with the approval of the Municipal Parking Management Strategy in April 2009. Consisting of members who represent various key stakeholder groups, its mandate is to act as a channel between the City, stakeholders, and affected citizens and groups. It also provides advice and guidance on parking management policy that supports the objectives of the Municipal Parking Management Program as well as the parking objectives of the Transportation Master Plan.

The 12 member group serves for a period that runs concurrently with the term of Council. The General Manager of Public Works chairs the meetings which are held four times a year. These meetings present an opportunity for staff to update and engage stakeholders on various issues associated with the Municipal Parking Program and the on-going implementation of the Municipal Parking Management Strategy. Feedback received from the PSCG is valuable towards ensuring a properly informed approach and viewing the program through the lenses of our stakeholders with respect to the provisions of the Municipal Parking Program.

During 2010, the PSCG was actively engaged on a number of initiatives including Pay & Display implementation, the Cash-in-Lieu Policy Update, and the on-going Local Area Parking Studies. In December 2010, the group was presented with the framework for the Parking Operations, Maintenance & Development Branch Work Plan for 2011.

As a result of feedback received from the PSCG during 2010, adjustments to the composition of the PSCG were made in March 2011, which included adding an additional Business Improvement Association representative and an accessibility representative.

2011 – 2014 Parking Stakeholders Consultation Group (PSCG) Members

John Manconi
CHAIR

Jasna Jennings
BIA REPRESENTATIVE

Lori Mellor
BIA REPRESENTATIVE

Natalie Hanson
BIA REPRESENTATIVE

Suzanne Valiquet
BIA REPRESENTATIVE

Denis Schryburt
COMMUNITY ASSOCIATION MEMBER

Chris Bradshaw
COMMUNITY ASSOCIATION MEMBER

David Baird
COMMUNITY ASSOCIATION MEMBER

Daniel Spence
TDM/CYCLING/PEDESTRIAN REPRESENTATIVE

Glenn Duncan
OTTAWA TOURISM & CONVENTION AUTHORITY REPRESENTATIVE

Dean Karakasis
DEVELOPMENT INDUSTRY REPRESENTATIVE

Greg Fyffe
PLACE OF WORSHIP REPRESENTATIVE

Sheldon Cross
MEMBER AT LARGE

Barry McMahon
ACCESSIBILITY MEMBER

Branch Overview

Introduction

The Parking Operations, Maintenance & Development Branch serves an important function within the community – it is responsible for providing and maintaining an appropriate supply of affordable, secure, accessible, convenient, and appealing public parking that supports local businesses, institutions and tourism. As of December 31, 2010, the Branch manages 4,034 paid on-street spaces on approximately 100 streets in 12 business areas. It also oversees 2,816 off-street spaces in 5 multi-story parking structures and 11 surface parking lots.

The Branch has three interdependent units, Parking Operations, Parking Studies & Technical Services, and Special Projects, which includes staff with a wide range of experience in the parking field.

The Municipal Parking Management Strategy

Approved by Council in 2009, the Municipal Parking Management Strategy serves as the Branch's primary guiding document – it presents the framework under which the Branch operates. Most importantly, it sets out the five strategic objectives of the Branch, which are summarized as follows:

1. Provide an adequate supply of parking;
2. Provide short-term parking services that support local business, public services, and tourism;
3. Encourage the use of alternative modes of transportation;
4. Support on-street residential parking; and,
5. Ensure parking revenues are sufficient to cover expenditures.

Among the objectives set by the Municipal Parking Management Strategy is the mandate for the Branch to focus on service delivery instead of revenue generation. Thus, a self-sustaining funding model was established as a part of the Strategy. This ensures that all revenue generated by the Municipal Parking Management Program remains within the Branch to support the provision of parking services. The Parking Reserve Fund serves a key purpose in this regard, protecting the long-term viability and ongoing operation of parking facilities and programs.

"We are recognized and respected as an innovative, progressive leader in the provision of world-class parking services for our Nation's Capital."

Parking Operations, Maintenance & Development Branch vision

A year in Review – 2010

Highlights

Parking Operations, Maintenance & Development realized a number of successes in 2010, including:

- Ongoing progress towards full adoption of the Municipal Parking Management Strategy via a number of initiatives and service improvements consistent with the strategy;
- Based on extensive consultation, planning, and preparation phases, the Branch moved ahead with the implementation of Pay & Display technology, replacing our system of single-space parking meters throughout the City;
- The addition of approximately 1,100 dedicated bicycle parking spaces throughout downtown Ottawa via the installation of new "ring and post" bike racks;
- Updates to the Central Area Parking Study (CAPS), which analyzes parking usage and tracks changes within the core of the City (final results will be available in Q3 2011);
- The development of a three year Service Excellence Plan, which will lead to the implementation of initiatives that improve efficiency and enhance service delivery; and,
- New performance reporting mechanisms, including provisions for the regular reporting of key performance indicators.

The Annual Report

The Parking Operations, Maintenance & Development 2010 Annual Report – this document – is a first for the Branch. Developed via the new performance reporting mechanisms, it showcases the achievements of 2010 and explains how the Branch is continually:

- Integrating new technologies;
- Promoting alternative modes of transportation;
- Engaging the community;
- Providing convenient and affordable short-term parking;
- Pursuing service excellence; and,
- Demonstrating strong financial management & transparency.
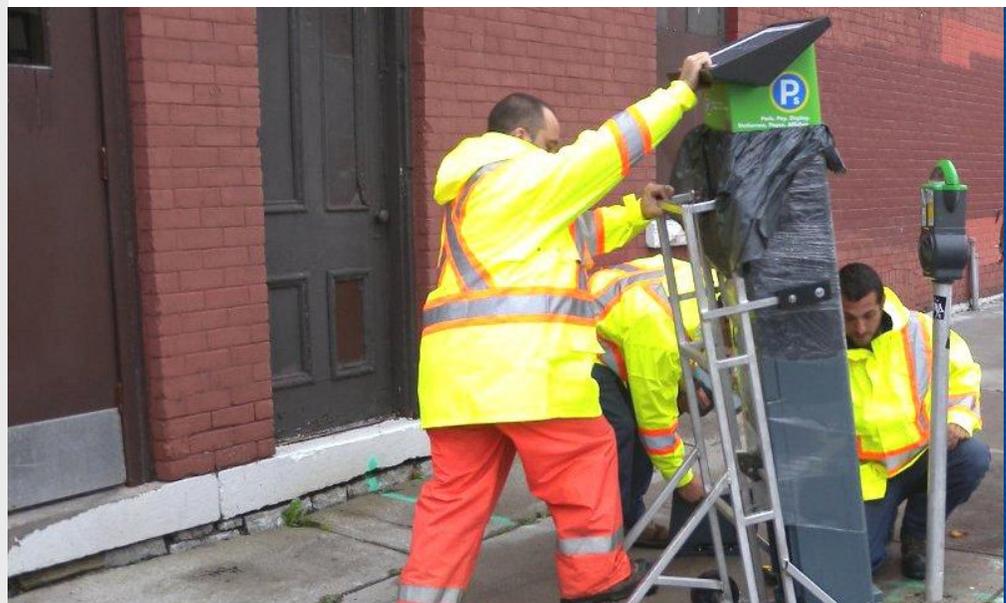
Integrating New Technologies

The Parking Operations, Maintenance & Development Branch is committed to technological innovation. New technologies allow the Branch to improve customer experience, streamline internal processes, and create efficiencies. 2010 saw the Branch take a number of steps towards demonstrating technological innovation.

Pay & Display

During the five month roll-out, over 4,000 on-street parking meters were replaced by 675 solar charged Pay & Display machines. Older pay and display units, which had been in use in limited areas of the ByWard Market and some off-street lots, were also replaced with the new machines. The new technology has yielded a number of benefits both to the residents of Ottawa and to the Branch. These include:

- More payment options – Customers will now be able to use any one of three major credit cards in addition to coins, tokens, and parking cards;
- Transportable time – Users pay for time instead of a specific space meaning a user may move from one on-street parking area to another using the same Pay & Display ticket;
- Reduced street clutter – Each pay and display machine replaced an average of six to seven parking meters;
- Efficiency – The system is centrally monitored, resulting in quicker response times to malfunctions, and improved data collection; and,
- Reduced environmental impact – The solar charged machines eliminate the need to use more than 40,000 disposable batteries in parking meters each year.

The agreement between the City and Precise Parklink Inc., the supplier of the Pay & Display equipment, also requires the service provider to provide technological upgrades as they become available throughout the term of the 10 year contract.

Pay by Phone

The Branch will be implementing Pay by Phone technology – which will allow parkers to pay for their space via mobile devices. This technology will be introduced at City-owned on and off-street facilities in the fall of 2011.

Promoting Alternative Modes of Transportation

In alignment with the Municipal Parking Management Strategy, the Parking Operations, Maintenance & Development Branch recognizes that, balanced against the need to ensure an appropriate supply of public parking, there must also be actions to support initiatives related to alternative modes of transportation. As such, the Branch is committed to promoting alternative modes of transportation to the residents of Ottawa.

Ring and Post Bicycle Parking
The implementation of Pay & Display technology resulted in the removal of over 4,000 parking meters. Recognizing that cyclists often used the parking meter posts to lock up their bicycles, 550 posts located in areas that exhibited a high demand for bicycle parking were left in place. In some cases, the specific post location was moved slightly to more effectively satisfy the needs of cyclists. The Branch then purchased and installed specially designed, heavy gauge bicycle parking rings to each one. The initiative will continue into 2011 and beyond.

Scooter Parking
Since scooters take up less space and generally pose fewer negative environmental impacts than standard vehicles, the Branch began offering half-price scooter parking at certain facilities in 2009. This included a separate compound for scooters, as well as motorcycles, at the ByWard Market garage. This initiative was re-instated during the summer months of 2010 and was expanded to include the garage at City Hall. Half-price scooter and motorcycle parking has been made available year-round at all on-street parking spaces and off-street surface lots in which the new Pay & Display machines are used. In 2010, 835 of 876,036 on-street transactions at the new Pay & Display machines (0.1%) involved a motorcycle/scooter.

Car Share Spaces
The Branch supports car sharing and currently provides four VRTUCAR spaces in four municipal off-street parking facilities. The provision of parking for these types of vehicles in convenient locations encourages people to reduce their level of automobile ownership and the number of kilometers travelled because they are able to use shared vehicles on a short term hourly basis only when needed.

Engaging the Community

One of the key principles of the Municipal Parking Management Strategy is regular stakeholder consultation. As such, Parking Operations, Maintenance & Development has been diligent in the ongoing engagement with Business Improvement Associations (BIA's), Community Associations, Representatives from Places of Worship, and Ward Councillors. The Branch recognizes that effective two-way communication with members of the community is critical to ongoing success.

Parking Stakeholder Consultation Group (PSCG)
Since its inception in 2009, the PSCG has been instrumental in providing feedback on parking management programs and policy changes. In 2010, there were a total of four meetings between Parking Operations, Maintenance & Development staff and the PSCG which involved a number of presentations and feedback sessions related to such things as the Pay & Display implementation, the Parking Studies program, and the 2011 Branch Work Plan.

Pay & Display Information & Education
A partnering workshop held in February 2010 that involved City staff, representatives from Pay & Display provider Precise Parklink Inc., representatives from the PSCG, and BIA representatives identified the requirements for an effective implementation of the technology. The public information and education campaign included a number of initiatives, including a "Street Ambassador" component, and made over 4,000 contacts with residents, businesses, and tourists and contributed to the successful roll-out of the new technology. The PSCG, who had been involved throughout the process, provided valuable strategic guidance.

Local Area Parking Studies (LAPS) Consultations
Ongoing stakeholder consultations were held throughout 2010 with respect to the ByWard Market LAPS and Downtown Rideau LAPS. In each case, bi-weekly stakeholder meetings were held with BIA representatives to present information, discuss results, and pursue opportunities. Plans were developed to ensure that all stakeholders have an opportunity to provide input before the study reports are complete. Subsequent studies will follow a similar approach.

Providing Convenient & Affordable Short-Term Parking

The Parking Operations, Maintenance & Development Branch supports local businesses, institutions, and tourism by providing convenient and affordable short-term parking services. Virtually all of the 4,034 on-street paid parking spaces managed by the Branch have time restrictions of two hours or less and are considered to be short-term. This helps to ensure adequate turnover in business districts, which in turn creates more readily available parking. Many of the 2,816 spaces in the municipal off-street garages and surface lots are also available for short-term parking.

Impact of Pay & Display
The implementation of Pay and Display technology has helped to make short-term parking more convenient to the user by increasing on-street capacity and improving payment options. Further, the technology will allow the Branch to vary rates depending on the usage of those spaces, resulting in improved turnover and increased availability.

Local Area Parking Study (LAPS) Recommendations
A major part of the Local Area Parking Study program is the identification of short-term parking opportunities. As a result of the ByWard Market LAPS and the Downtown Rideau LAPS, the Branch has identified several ways in which to enhance the short-term parking supply in both areas. The Branch will continue to work with the stakeholders and internal partners within the City to implement the recommendations. As new studies commence similar opportunities will be explored.

Ongoing Review
In 2010, the Parking Operations, Maintenance & Development Branch eliminated 100 paid spaces in the Vanier area due to very low use and converted them to unpaid spaces. Further to that, the hourly rate for the remaining on-street spaces in Vanier was reduced to $2.00 to reflect usage patterns. Other parking policy changes occurred on Somerset St. West (Chinatown) in order to ease the temporary effects of construction and on Ruskin St (Civic Hospital area) in response to stakeholder input and the review of parking-related data.

Pursuing Service Excellence

In 2010, the City of Ottawa introduced the Service Excellence Strategy – a mechanism designed to promote consistent, high quality information and services to the residents of Ottawa. The strategy combined three key interdependent elements:

- Employee engagement;
- Operational performance; and,
- Customer satisfaction.

The Public Works Department and the Parking Operations, Maintenance & Development Branch embraced the initiative in an effort to build public trust and confidence in the City of Ottawa – the ultimate objective of the Service Excellence Strategy.

Service Excellence Plan

The Branch, in alignment with the other Branches in Public Works, embarked on a process to develop a Service Excellence Plan reflective of the goals of the Service Excellence Strategy. A three year Service Excellence Plan was finalized in April 2010 that includes a series of initiatives that will contribute to the goal of providing service excellence to the City's residents. The plan includes the following initiatives that will be developed by 2012:

- Customer Engagement Strategy;
- Annual Training and Development Branch Plan;
- Employee Engagement Plan;
- Business Continuity Plan;
- Sustainable Parking Plan; and,
- Parking Facilities Improvement Strategy.

Combined, these initiatives will place the Branch in a good position to realize service delivery enhancements and achieve the goals of the City's Service Excellence Strategy.

## Demonstrating Strong Financial Management & Transparency

The Municipal Parking Management Strategy sets out a clear funding model that establishes the Municipal Parking Management Program as a service provider as opposed to a revenue generator. To this end, and to ensure compliance with the Municipal Act, all revenues generated from the paid parking program are to be allocated to related parking service costs. The Parking Reserve Fund ensures that any surplus from the paid parking program is set aside to be re-invested in the program.

Capital Program Plan & Parking Reserve Fund

In 2010, significant effort was put towards establishing a long-term planning model for the Parking Reserve Fund, and ultimately developing a Capital Program Plan which outlines projected spending from the Parking Reserve Fund over the next 10 years. This helps to ensure that the medium and long term requirements of the program are satisfied, and ultimately ensures a sustainable Parking Reserve Fund. This includes establishing allocations within the Parking Reserve Fund for lifecycle and depreciation costs associated with on-street parking equipment and off-street parking facilities.

Annual Work Plan

This Capital Program Plan and the status of the Parking Reserve Fund will be communicated to Transportation Committee and Council annually through a Work Plan report. This report was substantially completed in 2010 but it was presented to Council in March of 2011 to align with the 2011 Budget process. This report contained two documents, the 2011 Work Plan and the Branch's Financial Summary and Capital Program Plan. The latter document contained a review of operating and capital expenses and a detailed overview of the long-term modeling and planning for the Parking Reserve Fund. By tabling this report on an annual basis, both Council and the public-at-large will be provided a window into the Branch's finances and how the Parking Reserve Fund is being managed and utilized.
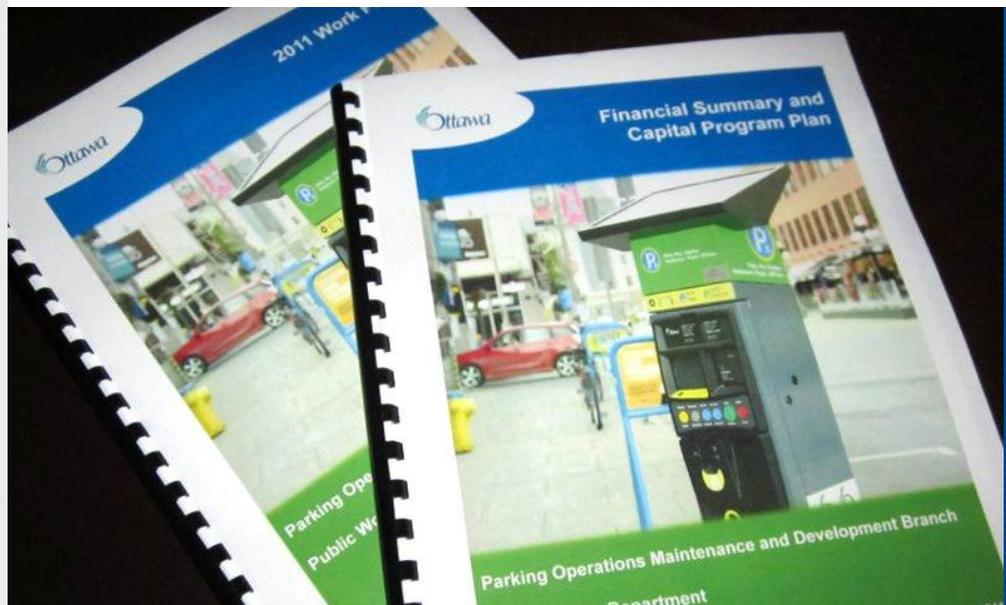
Performance Reporting

In the summer of 2010, the Branch embarked on a performance measurement initiative. The principles of the City's Service Excellence Strategy were combined with generally accepted performance measurement techniques to produce the Parking Operations, Maintenance & Development Performance Measurement Framework. The Framework identifies the following performance objectives and how they will be gauged:

1. Customer Engagement;
2. Financial Management & Accountability;
3. Operational Effectiveness & Efficiency;
4. Staff Engagement & Growth;
5. Environmental Sustainability; and,
6. Good Governance.

Results of the Framework

Going forward into 2011 and beyond, the Performance Measurement Framework will serve as the guiding document for two deliverables, which will help the Branch achieve the performance objectives. First, a Balanced Scorecard document will track key indicators, providing information on a regular basis that will assist with the operational management of the Branch. Second, the Annual Report, which will track key business indicators, will be presented to Transportation Committee and Council and will be publicly released during the second quarter of every year.

Annual Report Performance Reporting

The next section of the Annual Report presents the results of 12 key business performance indicators critical to the Branch's functioning – they were selected from an extensive list of performance indicators identified by staff. In order to provide adequate context for the indicators, each is compared with the results of the previous year (where data is available) and followed by a brief commentary.

Please note that any financial information presented for 2010 has not yet been subject to the year-end audit.
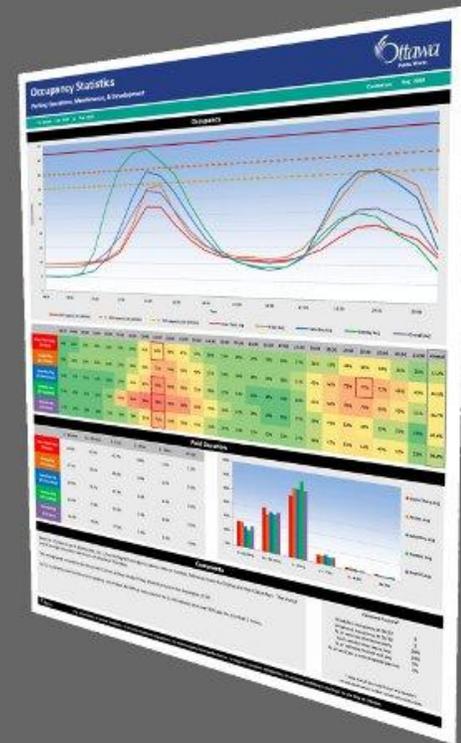
Performance Reporting Overview

The following is a summary of the notable performance trends:

Operating Expenses

- Total operating expenses for the Branch increased by 9.2% from $9.7 million in 2009 to $10.6 million in 2010.
- The increase is partially due to additional costs associated with maintaining aging off-street parking equipment, which is slated to be replaced in 2011 as part of the agreement with Precise Parklink Inc.
- Some of the increase in costs is also attributable to the transition from parking meters to Pay & Display. This includes one-time expenses related to ensuring an effective integration of the technology as well as operational costs owed to the supplier. The expected increase in revenues resulting from Pay & Display will ensure a net benefit for the Branch going forward.

Revenue

- Total revenues for the Branch decreased from $14.5 million in 2009 to $14.4 million in 2010.
- While the installation of Pay & Display technology is expected to result in increased revenues, the timing of the installation did not allow for a full-year effect in 2010. Precise Parklink Inc. will be accountable for ensuring a 25% increase in on-street revenues starting in 2011.
- Additionally, the revenues experienced in 2009 were higher than would have otherwise been expected due to the impacts of the OC Transpo strike.

Parking Reserve Fund Contribution

- The Branch's contribution to the Parking Reserve Fund decreased from $4.9 million in 2009 to $3.9 million in 2010.
- The contribution to the Parking Reserve Fund is determined each year by the net difference between operating costs and revenues. The decreased contribution in 2010 compared with 2009 is a result of the collective increase in operating expenses and a decrease relative to one time revenues that are discussed above.

1. Total Paid Parking Spaces Managed
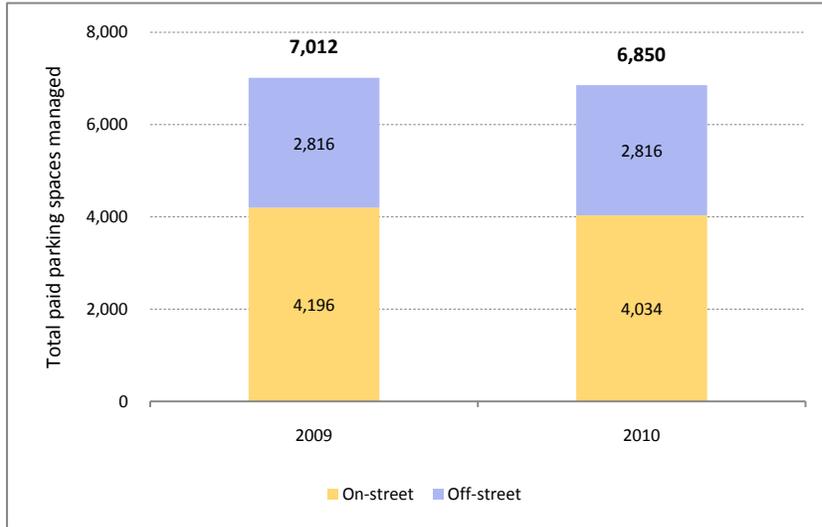
As of the end of 2010, the Branch managed 4,034 paid on-street parking spaces and 2,816 paid off-street parking spaces, for a total of 6,850 paid parking spaces. The number of paid on-street spaces decreased by approximately 160 spaces, due largely to roadway configuration changes and the elimination of some spaces in Vanier following an analysis of very low used spaces. The number of paid off-street spaces remained equal relative to 2009.

2. Parking Equipment Uptime
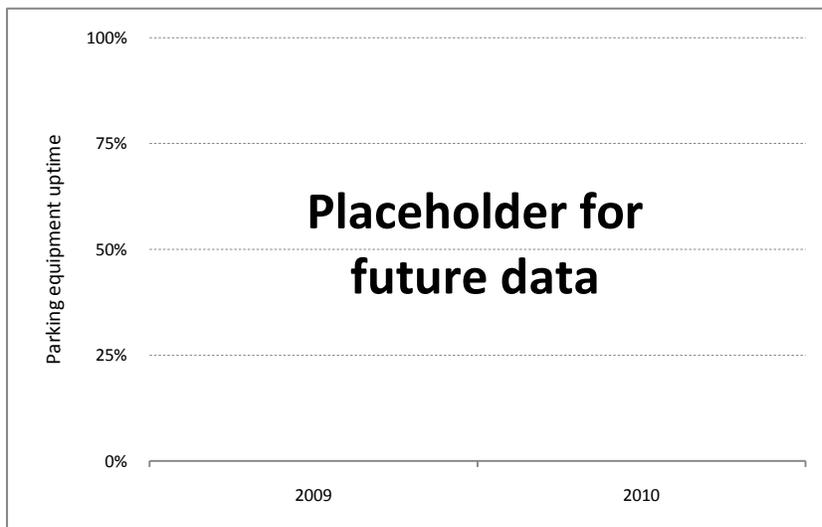
The provider of the City's Pay & Display machines (and forthcoming Pay-on-Foot machines) is obligated to ensure that the equipment functions properly 99.8% of the time. This information is available to the City as of 2011 and the Branch will actively track the provider's performance to ensure the standard is being met. The uptime for Pay & Display and Pay-on-Foot equipment will be reported through this document starting with the 2011 Annual Report.

3. Parking Transactions by Payment Type

Parking transactions by type
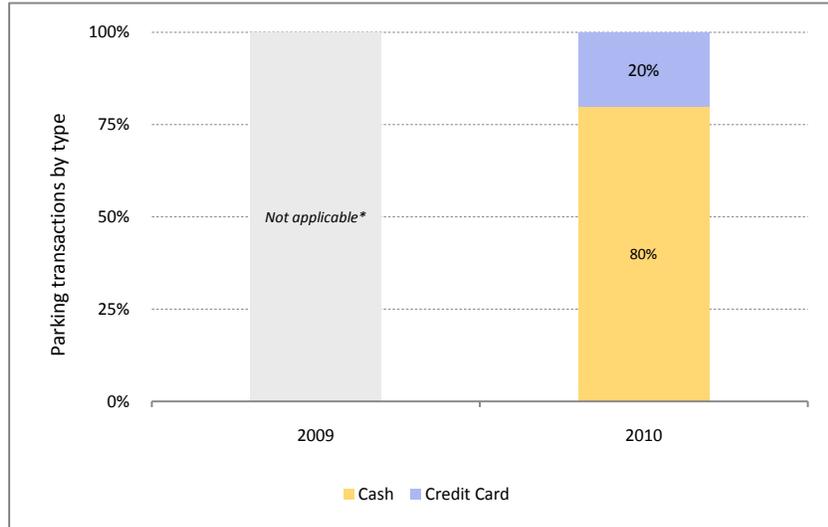
- Cash
- Credit Card

* Data not available for 2009.

The City's Pay & Display machines now provide users the convenience of paying for any parking transaction with credit card in addition to cash. The new technology also allows for reliable tracking of the frequency with which different payment methods are used. In 2010 at the new Pay & Display machines, 80% of all parking transactions were conducted using cash and 20% were conducted using credit card. In the future, users will be provided with additional payment options associated with Pay-by-Phone technology and the re-instatement of the Parking Card. This data will be included in future years.

## 4. Number of 3-1-1 Calls Related to Parking Equipment
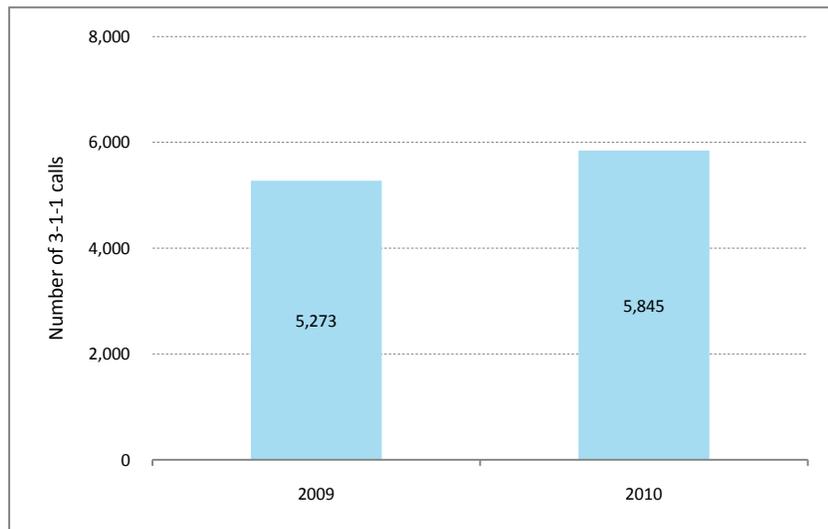
The City's 3-1-1 service desk received 5,845 parking equipment related calls in 2010 – approximately 10% more than the 5,273 received in 2009. This was primarily a result of old parking meters breaking down more frequently, which were ultimately replaced in 2010. Additional calls were also received with respect to the off-street parking equipment which is in a declining state and scheduled to be replaced in 2011. The new equipment (Pay & Display machines and Pay-on-Foot machines) will be more reliable and are expected to positively influence the number of 3-1-1 calls received relating to parking equipment.

5. Average Hourly Rates
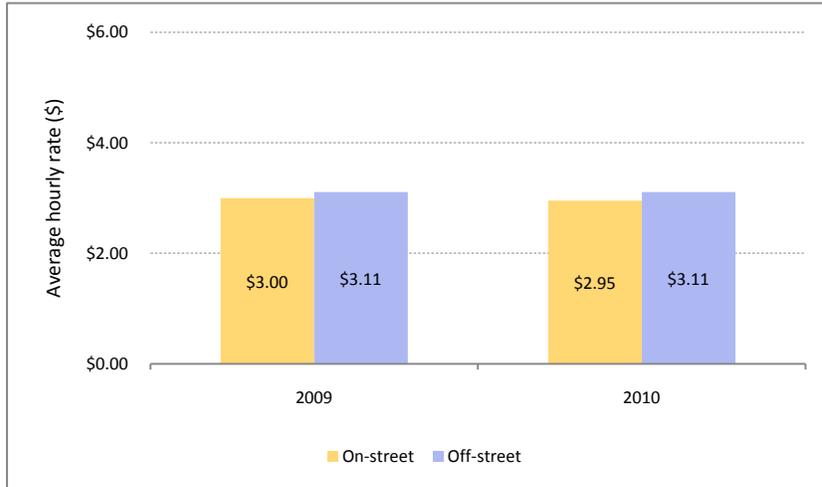
In 2010, the average hourly rate for an on-street paid parking space was $2.95. This is down slightly from the 2009 average of $3.00 per hour. Prior to 2010, the City-wide rate for all on-street paid parking spaces was $3.00 per hour. In 2010, the Branch was able to apply the Municipal Parking Management Strategy in reviewing spaces in the Vanier area that were experiencing low utilization. As a result, the rate for 278 spaces was reduced to $2.00 per hour, which has in turn resulted in a slight reduction to the City-wide average. Please see page 22 of the Annual Report for a complete list of parking rates for both on and off-street parking spaces managed by the City.

6. Operating Expenses
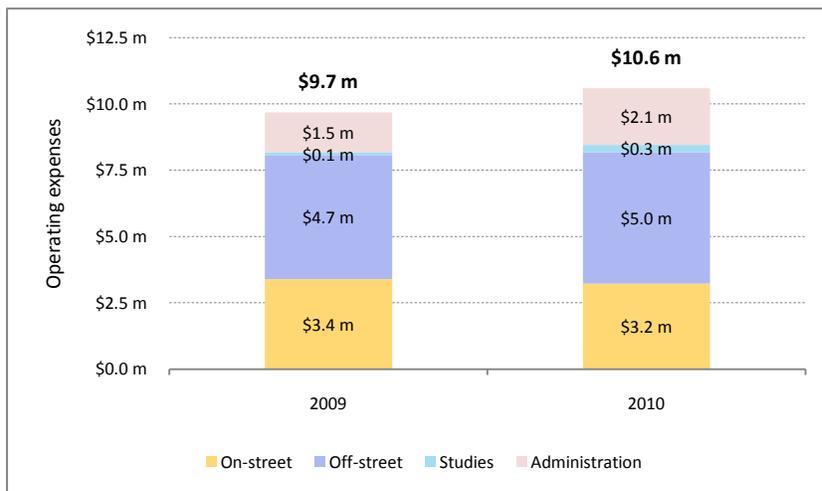
(in millions of dollars, $'000,000)

The costs allocated to the Paid Parking Program are clearly defined within the funding model of the Municipal Parking Management Strategy. These include all direct costs related to the delivery of the service as well as indirect costs such as maintenance (snow clearing, etc.) and lifecycle costs related to on-street spaces. In 2010, the increase in overall costs can be attributed to the transition to Pay & Display technology as well as increased costs associated with the maintenance of aging off-street parking equipment. The projected operating expenses for 2011, under the first full year of the Parking Operations System Agreement with Precise Parklink Inc., are only projected to rise slightly to $10.8 million. The total increase in expenses will be off-set by projected increases in revenue.
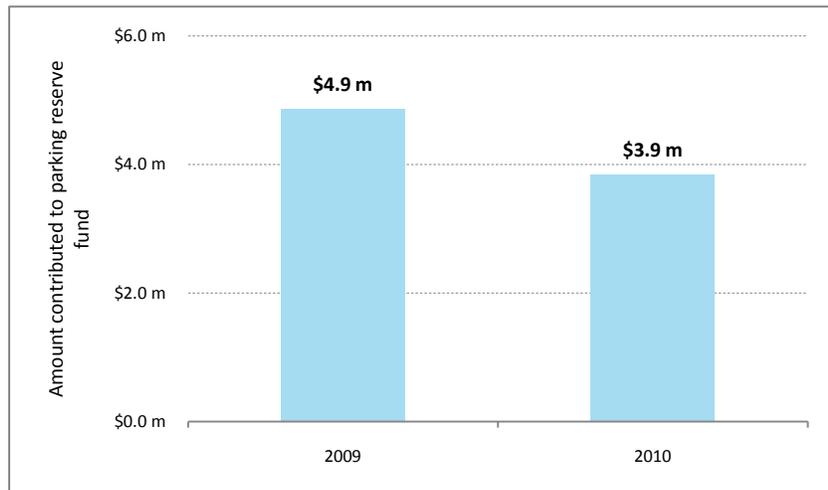
7. Revenue
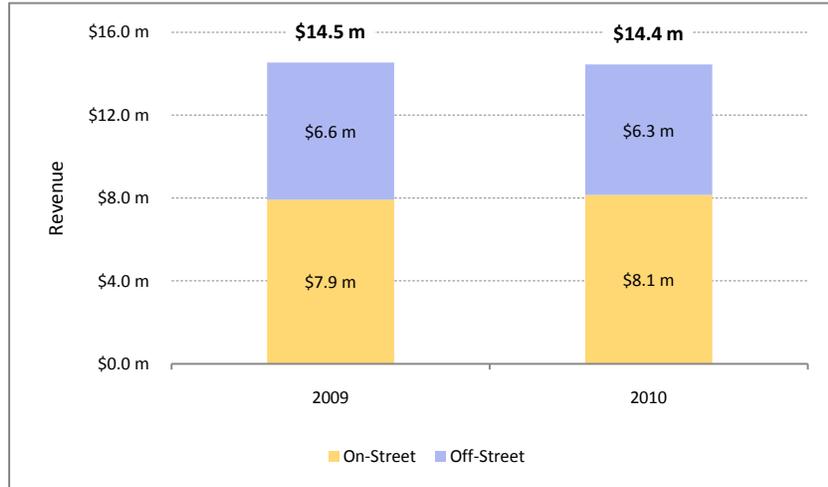
(in millions of dollars, $'000,000)

Total revenue in 2010 was $14.4 million: $8.1 million from on-street spaces and $6.3 million from off-street facilities. This is down slightly from the $14.5 million in total revenue that was received in 2009. The revenue totals in 2009 were higher primarily as a result of the OC Transpo strike. Moving forward, an increase in on-street revenue is expected as a result of the implementation of Pay & Display technology. There is an associated revenue guarantee (25% increase) from the supplier that will be in effect starting in 2011. Based on this, total budgeted revenues for 2011 are projected to increase to $15.7 million.

8. Amount Contributed to Parking Reserve Fund

* Data not available in 2008.

(in millions of dollars, $'000,000)

The contribution to the Parking Reserve Fund is determined each year by the net difference between operating costs and revenues. In 2010, the contribution was $3.9 million which has resulted in a Parking Reserve Fund balance of $8.6 million at the end of that year. The reduced contribution in 2010 is a combined result of higher revenues in 2009 (OC Transpo strike) and slightly higher costs in 2010 (implementation of Pay & Display). Based on budget projections, the 2011 contribution is expected to return to $4.9 million due primarily to increased revenues as a result of the completed Pay & Display installation.

9. Average Expense per Space
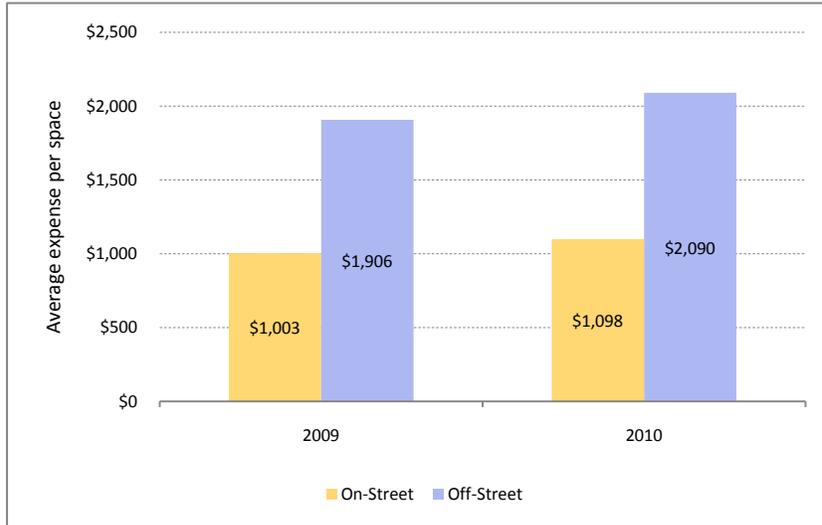
Per space costs for both on-street and off-street paid parking increased slightly in 2010 to $1,098 and $2,090 respectively. Off-street parking spaces cost almost twice as much to maintain due primarily to the maintenance requirements at parking facilities as well as property taxes. The slight increase in 2010 on both fronts can be attributed to increased costs associated with the maintenance of aging parking meters and off-street equipment as well as the roll-out of new equipment

10. Average Revenue per Space


The average revenue per on-street space increased by 7% in 2010. This was the result of two factors. First, there was an extra $500,000 directed to the program from Precise Parklink Inc. upon execution of the Parking Operation System Agreement in April 2010 to cover costs related to implementation of Pay & Display technology. Moreover, the elimination of 100 very low utilized paid parking spaces in Vanier had a notable impact on the amount collected per space. Regarding off-street spaces, the decrease from $2,349 to $2,235 per space was strictly a result of a slight decrease in revenue received which is a reflection of the elevated revenue in 2009 due to the OC Transpo strike. The on-street revenue per space is expected to rise in 2011 due to the full-year effect of Pay & Display and the revenue increase that is guaranteed by the contractor.

11. Spending on Support for Alternative Modes of Transportation
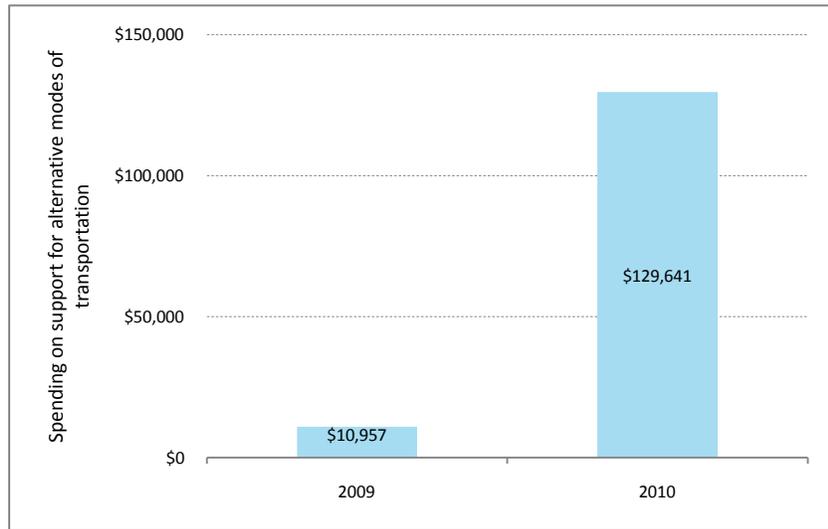
In 2010, the Branch spent $129,641 on alternative modes of transportation, which is significantly above the $10,957 spent in 2009. The increase can be attributed to the installation of the "ring and post" bicycle parking racks, which added 1,100 bicycle parking spaces on streets throughout the City. This is very real evidence of the increasing commitment on the part of the Parking Operations, Maintenance & Development Branch to promote alternative modes of transportation in alignment with the Municipal Parking Management Strategy.

12. Total Bicycle Parking Spaces at Off-Street Facilities
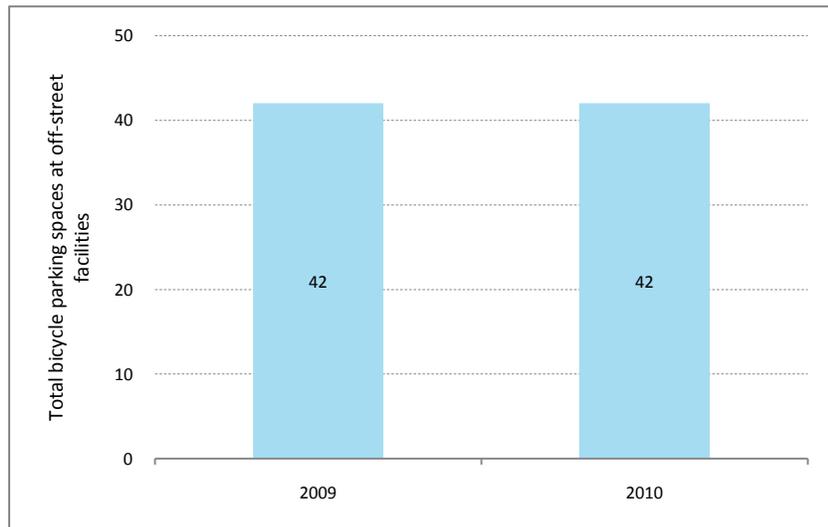
The Branch provided 42 bicycle parking spaces at off-street facilities in 2010 – equal to the number provided in 2009 but up from 32 in 2008. These spaces are located in 7 different lots across the City.

Summary of Paid Parking Changes in 2010

A number of changes were made to municipal parking spaces in Ottawa during 2010, relating to parking supply, rates, and policies. These changes are listed below:

Supply
- Rehabilitation of Preston Street and the resulting changes to the road configuration led to the permanent loss of 62 paid on-street spaces
- Due to low usage, 100 paid on-street spaces in the Vanier area were removed and replaced with free parking
- The seasonal scooter & motorcycle parking compound was reinstated for the Spring, Summer and Fall periods in the ByWard Market parking garage (70 Clarence Street), adding 13 scooter/motorcycle spaces (replacing 7 standard vehicle spaces)

Rates/Hours
- On-street parking rates at all remaining spaces in the Vanier area (178 spaces) were reduced to $2.00 per hour from $3.00 per hour to reflect the observed utilization patterns
- The implementation of Pay & Display technology allows the City to offer half-price hourly rates for motorcycle and scooters (recognizing that they occupy less space than a standard sized vehicles)
- During road reconstruction on Somerset St West and the building of the Chinatown archway, on-street parking in the area was temporarily made free during Saturdays
- The hours of 66 paid on-street parking spaces on Ruskin St were changed from 7:00 am – 10:00 pm to 7:00 am – 7:00 pm

Configuration/Policy
- In order to increase parking supply on Ruskin St (the Civic Hospital area), parking spaces on an angled orientation to the street were permanently switched to perpendicular spaces.
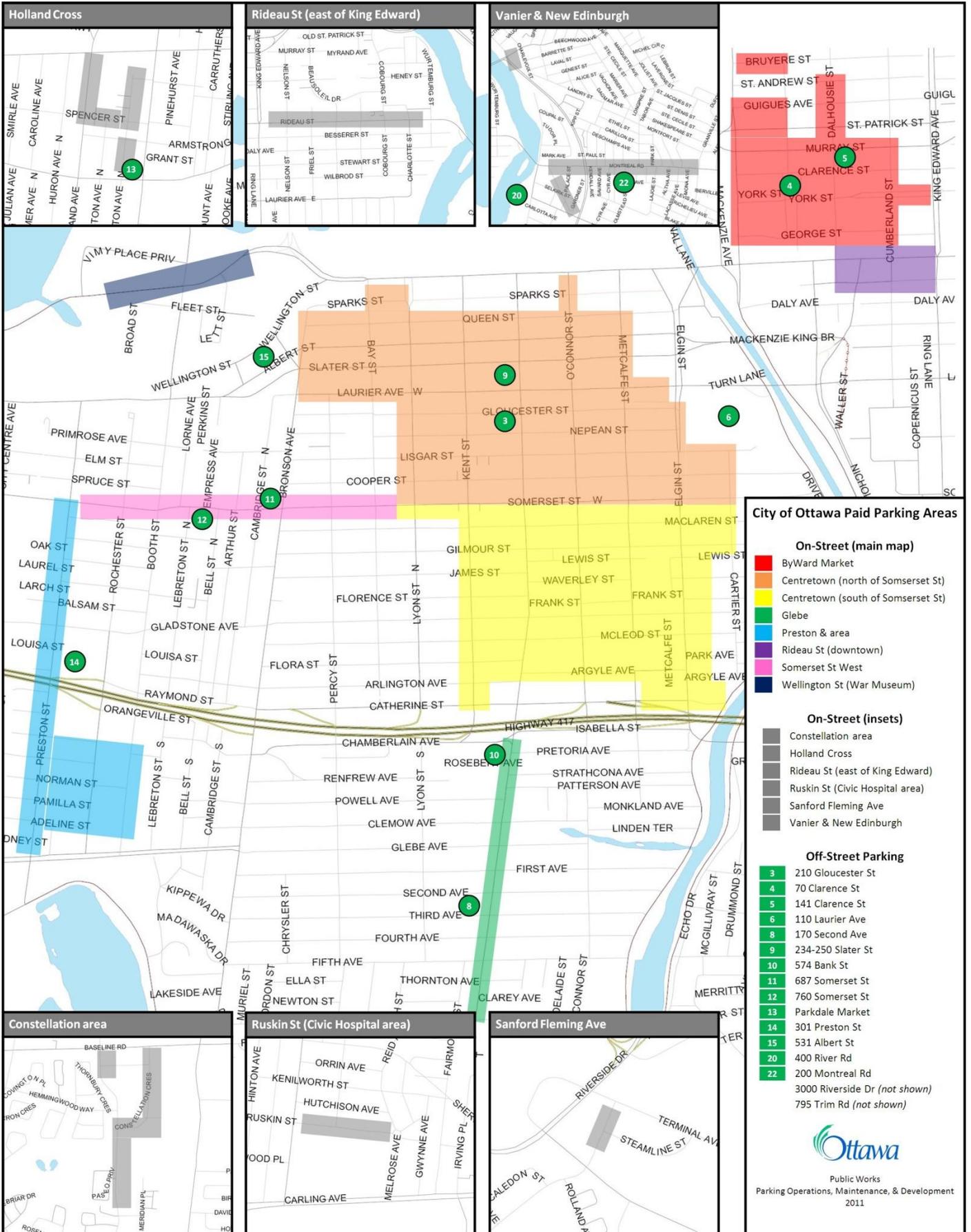
City of Ottawa Paid Parking Inventory

On-Street Paid Parking Areas		
Location	Total Parking Spaces	Hourly Rate
ByWard Market	565	$3.00
Centretown (north of Somserset St)	1,070	$3.00
Centretown (south of Somserset St)	760	$3.00
Constellation area	150	$3.00
Glebe	205	$3.00
Holland Cross	70	$3.00
Preston & area	375	$3.00
Rideau St (downtown)	180	$3.00
Rideau St (east of King Edward)	120	$3.00
Ruskin St (Civic Hospital area)	66	$3.00
Sanford Fleming Ave	10	$3.00
Somerset St West	165	$3.00
Vanier & New Edinburgh	178	$2.00
Wellington St (War Museum)	120	$3.00
Total on-street spaces	**4,034 spaces**	

Off-Street Parking Lots & Garages		
Location	Total Parking Spaces	Hourly Rate
210 Gloucester St	212	$2.50
70 Clarence St	293	$2.73
141 Clarence St	461	$2.50
110 Laurier Ave	850	$1.25 first half hour $2.75 each additional half hour
170 Second Ave	50	$2.50
234-250 Slater St	65	$2.73
574 Bank St	21	$2.50
687 Somerset St	47	$2.50
760 Somerset St	20	$2.50
Parkdale Market	20	$2.50
301 Preston St	62	$2.50
531 Albert St	150	$2.50
400 River Rd	80	$2.50
200 Montreal Rd	25	$2.50
3000 Riverside Dr	186	$2.50
795 Trim Rd	274	$0.50 per half hour or $2.00 for 5 hours
Total off-street spaces	**2,816 spaces**	

TOTAL	**6,850 spaces**

Holland Cross

Rideau St (east of King Edward)

Vanier & New Edinburgh

City of Ottawa Paid Parking Areas

On-Street (main map)

- ByWard Market
- Centretown (north of Somerset St)
- Centretown (south of Somerset St)
- Glebe
- Preston & area
- Rideau St (downtown)
- Somerset St West
- Wellington St (War Museum)

On-Street (insets)

- Constellation area
- Holland Cross
- Rideau St (east of King Edward)
- Ruskin St (Civic Hospital area)
- Sanford Fleming Ave
- Vanier & New Edinburgh

Off-Street Parking

3	210 Gloucester St
4	70 Clarence St
5	141 Clarence St
6	110 Laurier Ave
8	170 Second Ave
9	234-250 Slater St
10	574 Bank St
11	687 Somerset St
12	760 Somerset St
13	Parkdale Market
14	301 Preston St
15	531 Albert St
20	400 River Rd
22	200 Montreal Rd
	3000 Riverside Dr *(not shown)*
	795 Trim Rd *(not shown)*

Ottawa
Public Works
Parking Operations, Maintenance, & Development
2011

Constellation area

Ruskin St (Civic Hospital area)

Sanford Fleming Ave

Public Works Department
Parking Operations, Maintenance & Development
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