

Parking Master Plan

Appendix H
Residential Parking Permit

Residential Parking Permit Program

Currently, the Town of Whitby allows on-street parking along all unmetered streets for a maximum of three hours unless otherwise prohibited by signs (no parking, no stopping, etc.). This by-law is in effect year round. Additionally, vehicles are prohibited from parking on-street on all municipal streets between 2:00 a.m. and 6:00 a.m. from November 1 to April 15 of the following year for maintenance, including, but not limited to, snow removal.

To accommodate occasions where residents have special circumstances that require vehicles to be parking on-street for more than three hours or overnight, the Town of Whitby offers a short term on-street permit program. The program grants temporary permission to allow users to park on-street up to a maximum of 7 days. Each household is permitted to make an annual maximum of 12 requests. No physical permits are distributed. However, records of registered vehicles are kept in a database. If a parking ticket for the granted by-law exemption is received by mistake, the user can contact the Town to waive the parking infraction, if appropriate.

As part of the Parking Master Plan the feasibility of adopting a residential on-street parking permit program is being investigated. An on-street residential parking program would provide an on-street parking option for residents who do not have sufficient off-street parking;

This residential parking permit assessment includes the following:

- Best practices review: Review the residential permit programs offered by municipalities of comparable size to Whitby;
- Recommended strategies: Based on the best practices review and the specific needs of Whitby residents, a preferred residential permit program is identified;
- Program Requirements: Identifies and discusses various requirements for supporting a residential on-street permit program including enforcement, technology, staffing, and program upkeep cost; and

Best Practices Review

Residential on-street parking permit programs are intended to accommodate the parking needs of local residents by providing exemptions to certain parking by-laws. The programs adopted in municipalities comparable to Whitby were reviewed.

City of Burlington

The City of Burlington offers a residential on-street parking program similar to Whitby's short term on-street permit program. Residents and visitors may request an exemption to the 5 hour maximum and the no overnight parking between 1:00 and 6:00 a.m. up to a maximum of 15 days per year per license plate. The City notes that parking exemptions are not in effect during periods of snow clearing and road maintenance and are not valid at paid parking locations. Similar to Whitby, if a parking ticket is received for exceeding the 5 hour maximum or for parking overnight after an exemption is requested, the individuals may call parking services to have the infraction waived. Burlington does not offer a long term residential on-street permit program.

Town of Oakville

Oakville offers a similar residential on-street parking program to Burlington and Whitby. Residents and visitors may request an exemption to the 3 hour maximum and the no overnight parking between 2:00 and 6:00 a.m. up to a maximum of 15 days per year. Oakville provides a list of conditions where the exemptions are not valid including metered parking spaces during pay parking operations, more than 24 hours without moving, and during snow clearing or road maintenance events. Oakville does not offer a long term residential on-street permit program.

City of Oshawa

The City of Oshawa offers residential parking permits for local residents free of cost. Permit holders are allowed to park on-street up to a maximum of three hours between 8:00 a.m. and 5:00 p.m. in locations where the “permits required” sign is displayed. The times that the residential permits are in effect vary by location. On-street parking in these locations is otherwise restricted between the displayed times. Permit holders may not be parked at a time that interferes with snow clearing activities.

City of Richmond Hill

Richmond Hill offers residents a 24 hour temporary parking permit at a cost of \$5 per 24 hour period. The permit is in effect from 7:00 a.m. to 6:59 a.m. the following day. Permits must be printed by the resident and be displayed in the vehicle. The permit only grants exemptions from the parking time limit by-laws, all other parking rules still apply. A maximum of 25 permits are granted per address per year. Richmond Hill does not offer a long term residential on-street permit program.

City of Cambridge

Three different residential parking programs are available to City of Cambridge residents subject to majority support of the homeowners, and minimum geometric requirements:

- Lower Driveway Boulevard Parking: local residents are permitted to park their vehicles on the driveway section between the sidewalk and the street if space is available. Residents with corner properties or where parked vehicles may constitute a sight line obstruction are not eligible ;
- Extended On-Street Parking: residents are permitted to park vehicles on-street up to a maximum of 24 hours; and
- Cul-de-sac Centre Parking: local residents are permitted to park vehicles in the centre of a cul-de-sac. Only cul-de-sacs with a centre diameter of 22.0 metres will be considered.

Local residents can apply for these programs on a street by street basis. Cambridge does not offer a long term residential on-street permit program.

City of Barrie

The City of Barrie offers a residential permit program where local residents are permitted to park for free at eight waterfront parking lots while all other visitors are required to pay. Paid

parking is in effect at all times, and non-residents are charged \$3.00 an hour up to a daily maximum of \$15.00. Barrie does not offer a long term residential on-street permit program.

City of St. Catharines

The City of St. Catharines offers residential parking permits at a cost of \$40 for a 12 month term. Permit holders are exempt from maximum hourly restrictions when parked in a legal parking space, but are not exempt from time-of-day restrictions. The residential permit program is valid city wide where “maximum time limit” or “residents only zones” are posted. The valid residential permit must be displayed in vehicle.

City of Kingston

Kingston offers local residents a parking program that provides permit holders an exemption to the 1 hour maximum limit on weekday mornings and afternoons. Permits are generally not required to park on-street during other times. Applicants must be a resident of the pre-defined permit area to be eligible, and permit holders may only park in the pre-defined areas. Permits do not guarantee a parking space and holders may not park on-street during snow events.

In addition to the residential parking program, the City of Kingston offers an accessible parking program. Under the program, permit holders are provided with a designated on-street parking space in a location decided through consultation between City staff and the applicant. To be eligible, applicants must possess a provincially issued accessible parking permit and not have parking at their residence. The registered vehicle is exempt from the time restrictions otherwise in effect and may park for a maximum of 72 hours.

City of Waterloo

The City of Waterloo offers an overnight parking program. Parking users who register their vehicles are granted on-street overnight parking. The City generally prohibits on-street parking between 2:30 a.m. and 6:00 a.m. Each license plate number is permitted 15 exemptions per year and users are permitted to register as late as 1:30 a.m. Waterloo does not offer a long term residential on-street permit program.

City of Guelph

On-street parking is prohibited overnight between December 1 and March 31 of the following year to facilitate snow removal, transit operations, and emergency vehicles. Guelph provides residents with exemptions to the overnight parking by-law upon request. However, Guelph reserves the right to suspend all granted exemptions during winter storms or other emergencies. An email blast is sent to all residential permit owners informing them of temporary permit suspensions. Guelph does not offer a long term residential on-street permit program.

Municipality of Clarington

Clarington offers weekly or monthly on-street parking permits to residents and visitors, with costs of \$11.30 and \$39.55, respectively. The permits allow the residents and visitors to park on specific streets for periods in excess of three hours and between the hours of 3:00 a.m. and 5:00 a.m. The permits do not apply to the areas where parking is governed by parking meters, or where No Parking or No Stopping signs are displayed.

City of Toronto

City of Toronto offers both temporary and long-term on-street parking permits which allow residents and visitor to park their vehicles on-street within a specified area exclusively during permit parking hours.

Temporary on-street parking permits allow the residents and visitors to park on-street for 24 hour, 48 hour or 7 days, with the costs of \$9.48, \$14.22 and \$22.21, respectively.

Long-term on-street parking permits are issued to residents on a six-month basis, from December 1 to May 31, and from June 1 to November 30. Residents with no access to on-site parking may request the permit with the costs of \$15.85 per month for their first vehicle, and \$39.70 per month for their second vehicle. Residents who do have access to on-site parking may request permits, for their own convenience, at a higher cost of \$55.57 per month. The residential permit system can be adopted on a street-by-street basis where parking is restricted to one specific street, or on an area-basis.

Recommended Strategies

On-street Residential Permit Program

Considering the best practices review of municipalities comparable to Whitby, several different forms of residential parking permit programs have successfully been implemented. The residential preferred parking program is considered most appropriate.

Residential preferred parking: All parking users are permitted to park within a designated zone. However, only permit holders are exempt from the maximum 3 hour time limit. Permit holders are also permitted to park overnight except during winter maintenance activities. Note that the existing short term on-street permit program is recommended to be maintained to serve temporary parking needs.

The Pros and cons associated with the proposed residential permit program are explored in **Exhibit H-1**.

Exhibit H-1: Residential Permit Program Review

Pros	Cons
<ul style="list-style-type: none"> • Local residents are permitted to park for periods longer than 3 hours • Visitors are still provided parking opportunities for periods shorter than 3 hours • Additional revenue generated from permit sales • On-street parking may reduce travel speeds • Residents have requested a permit program 	<ul style="list-style-type: none"> • Local residents are not guaranteed an on-street parking space • Additional operational costs associated with maintaining a residential permit program. • Additional parking enforcement expenses • The maneuverability of emergency service vehicles (fire, police, and ambulance) may be restricted • Restrictions still required during winter and maintenance operations • Waste collection may be impacted

Similar to the City of Cambridge practices, local residents could apply for a residential parking program and Whitby staff would decide whether or not to grant the program based on a case by case review of each application. Note that applications from residents in close proximity are recommended to be grouped on a street-by-street or zonal basis to manage the number of reviews.

As general guidelines, the following factors should be considered when deciding whether or not to grant the program.

Existing Parking By-laws:

As a starting point, existing parking by-laws are recommended to be maintained while granting exemptions to residents. The existing parking prohibitions and maximum parking time limits were enacted for a reason, and assuming the initial logic is still relevant, those by-laws should be maintained. For example, residential permit parking is not recommended to be considered along streets with a No Parking or No Stopping by-law in effect.

Residential Parking Program Support:

Similar to the City of Cambridge practices, it is recommended to require the support of the majority of homeowners affected by the residential permit program application (70% of affected resident support or greater). This requirement is anticipated to minimize negative public reactions to the implementation of such programs. Support is recommended to be evaluated through a survey of affected residents.

Potential for Safety Issues:

On-street parking reduces the road’s traffic capacity, which may negatively impact the operations of emergency vehicles. Additionally, on-street parking reduces the sight lines of drivers entering and exiting their driveways, which may create safety issues. As sight lines and available right of way differs from location to location a case by case review of each

application is recommended to evaluate these considerations. If safety issues are identified, the residential on-street permit system is not recommended to be granted.

Permit Program Considerations

This section examines various operational considerations associated with residential on-street permit programs.

Designated Zones

The residential on-street parking program zones are recommended to be determined based on received applications. The applications in close proximity are intended to be grouped to manage the number of reviews. The program could be either approved on a street-by-street or zonal basis depending on the distribution of applicants, both methods are considered appropriate.

Staffing and Operating Costs

The maintenance and upkeep of a residential on-street parking permit programs is anticipated to require one (1) additional Full Time Equivalent (FTE) Transportation Services staff member with an annual salary in the order of approximately \$75,000. The new staff member's responsibilities may include:

- Reviewing each residential on-street parking permit application and determining whether or not to grant the program;
- Coordinating the implementation of successfully awarded programs (signage, by-law, etc.);
- Preparing and issuing permits to individuals who live within the approved area;
- Maintaining a database of issued permits;
- Determining the appropriate number of permits granted per approved area and managing permit waitlists;
- Collecting parking demand data in the areas the program is in effect;
- Collecting and processing permit payments; and

In addition to the one additional FTE salary, one time capital costs are anticipated for the signage when implementing the residential on-street permit programs in new areas.

Permit Duration

Twelve month permits are considered appropriate for Whitby as residential parking needs tend to be predictable on a longer term when compared to Downtown employee and visitor needs. Additionally, annual permits minimize the program's management and processing requirements when compared to monthly permits.

Permits are recommended to be renewed at the start of each calendar year. Additionally, if permits remain available, Whitby is recommended to offer the residential permits year round

at a prorated cost. For example: if a permit is purchased in July, the permit is recommended to be sold for half the cost of a full permit.

Existing permit holders are recommended to be given priority to decide whether they prefer to renew or return the previous year's permit.

Number of Permits Issued

The number of permits issued per area is recommended to be determined on a case by case basis. Using the on-street parking space dimensions specified in Whitby's by-laws, Transportation staff can estimate the parking supply of any given street. As a starting point, Whitby is recommended to issue permits based on 50% of established parking supply. With this strategy, 50% of the established parking supply would remain available for visitors.

Whitby is recommended to monitor the on-street parking utilization once the residential permits are issued. In the event on-street parking remains underutilized, Whitby can release additional permits in a phased manner to ensure permits are not oversold. On-street utilization is recommended to be monitored through the collection of periodic parking demand surveys,

Waitlists

Permit waitlists are recommended to be created for areas where the on-street residential parking permits sell out. As previously discussed, existing permit holders are recommended to be given priority to decide whether they prefer to renew or return the previous year's permit. The returned permits can then be sold to the next individual on the waitlist.

Fines

A new parking violation is not considered necessary to enforce the residential on-street parking permit programs.

Permit cost

The costs of a permit is expected to be in the order of \$480/year (\$40/month) to reduce/avoid a tax impact associated with program administration and necessary equipment.

Enforcement Requirements

On-street parking demand is anticipated to increase in the areas where the residential on-street permit program is granted. Considering the increased demand, it is recommended that an additional full time enforcement officer is hired.

Existing enforcement practices are not anticipated to change significantly. Officers currently enforce the three hour maximum parking time limit. In the event a vehicle is identified to park for a period longer than 3 hours, the enforcement officer would verify whether the vehicle has a valid residential on-street permit using their smart device. A parking violation is then only issued if a valid permit is not registered. The existing smart devices used by enforcement officers are assumed to be capable of supporting the verification process.

Winter Maintenance

Vehicles are not recommended to be permitted to park on-street during winter maintenance activities, regardless of a residential on-street permit. The no on-street parking prohibition between 2:00 a.m. and 6:00 a.m. from November 1 to April 15 of the following year is recommended to be maintained. Note that overnight on-street parking would not be prohibited on a nightly basis, but only when overnight winter maintenance activities are anticipated to be required. While the City of Toronto only restricts parking along designed snow routes, Guelph, Waterloo, and St. Catharines restrict on-street parking Citywide during snow events.

It is recommended that an email notice to all residential permit holders informing them of upcoming winter maintenance activities and that the residential on-street permits are temporarily suspended.

Technology Requirements

To support the proposed residential on-street permit program, the following permit parking technologies are reviewed:

- Permit Hang Tag System;
- Electronic permits; and
- Automated License Plate Recognition System (LPRS).

Permit Hang Tag System

Under the hang tag system, the municipality provides users with a physical permit which must be displayed in a highly visible location within their vehicles. Minimal capital costs are required to implement this permit parking system. However, significant active enforcement is required to ensure compliance. As an alternative to hang tags, stickers that can be placed on the windshield could be considered.

A drawback of physical permits is that the permits may not be visible during the winter following snow storms or in adverse weather conditions.

Electronic Permits

Under the electronic permit system, users are required to provide their vehicle's license plate information when purchasing a permit. Residential on-street permit owner information is kept electronically in a secure database. The database is accessible by enforcement officers when verifying whether a vehicle parked for periods longer than 3 hours has a valid residential permit.

In addition to license plate information, user email addresses are also recommended to be collected. The email addresses are intended to be used for email blasts during winter maintenance activities.

Automated License Plate Recognition System (LPRS)

Under the LPRS system, enforcement vehicles are equipped with mounted cameras capable of automated license plate recognition. The license plates of parked vehicles are scanned on-

the-go to determine whether the parked vehicle is registered for a valid parking permit. Enforcement officers are provided with real time alerts if a violation is detected. LPRS allows officers to complete the enforcement activities in a more time efficient manner since manual verification is not required. Through research, various companies were identified that offer LPRS for on-street parking enforcement. LPRS can decrease overhead costs through virtual permitting and reducing enforcement resources. LPRS also has virtual chalking capabilities to not only verify vehicles that have a residential permit but also enforce the three hour limit for vehicles that do not have a permit.

Administrative Monetary penalty System (AMPS)

The AMP System allows for parking related violations to be addressed by a Municipal Screening Officer rather than in the provincial court system. The system is intended to reduce overloading the provincial courts as well as provide a faster resolution process. If a residential parking permit system results in increased ticketing it is proposed that the Town consider implementing AMPS.

Recommendation

It is recommended that Whitby adopt the electronic permit system in the interim and the LPRS in the longer term.

Residential Permit Parking Pilot

It is recommended that a residential parking permit system be implemented as a pilot project in 2020 with staff identifying streets where numerous requests have been received. At this time, the proposed pilot streets include Ocean Pearl Crescent, Bettina Place, Tallships Drive, Willowbrook Drive, Haverhill Crescent, Harrongate Place, Stokley Crescent and Rimrock Crescent.

Prior to implementation, residents on the selected streets will be surveyed to gauge interest in participating in the pilot (minimum 70 percent support will be required). At this time, as no further staff resources are being identified to support the program, the suggested pilot is being limited to a maximum of two streets per ward during the trial.

An online survey was posted on the Town's website to engage resident feedback on a residential on-street parking permit system. The results were somewhat balanced between needing an opportunity to park on the street and not wanting on-street parking.

A residential parking permit system would consider the following:

- A survey of the area residents would be completed and 70 percent in favour of, or not opposed to, the on-street parking is required.
- Spaces would not be assigned and therefore neighbours could be parking in front of other neighbours homes for longer periods of time.
- Restriction of at least one side of the road may be required. This may be through alternating based on the month.

- Fire Services has indicated that a minimum clear width of 6 metres shall be available at all times between a parked car and the curb. If a municipal road is 8.5 meters wide, parking shall only be permitted in locations that allow for minimum clear width of 6 meters.
- A physical permit would not be issued but the licence plate would be entered into the parking system, similar to the short-term parking registration.
- The cost of the permit is expected to be in the order of \$40/month.
- Road maintenance will be impacted if vehicles are parked on the road during a snow event. Restricting one side of road through by-law and signage may be required for flow of traffic and maintenance purposes.
- Waste services may be impacted and restrictions may be required during waste collection days.