

# 11 Parking Services



## What is the Service?

Parking Services provides parking operations, maintenance and enforcement services for residents, businesses and visitors of the municipality. The goal of Parking Services is to ensure that parking is available in an equitable, affordable and safe manner.

*Specific objectives include:*

- Affordable on-street parking rates with hours of use conducive to turnover and to the needs of the business
- Supporting business, commercial, institutional and entertainment patrons by optimizing the availability of on-street parking for short visits, and providing supplemental, off-street parking for longer visits
- Balancing the availability of residential street parking between the needs of the residents, and the needs of the greater community
- Equitable enforcement of parking by-laws to ensure compliance and safety for the community

## Influencing Factors:

**Location:** Cross border traffic, proximity to the GTA and location of public parking relative to retail/commercial/entertainment facilities.

**Operating Standards and Policies:** Cost recovery policies, service hours (24/7 availability, or restricted access) maintenance standards (for line painting, lighting replacement, garbage collection, etc.).

**Processes and Systems:** The type and quality of technology used to manage operations and enforcement, i.e. handheld devices vs. written; ticket management systems; meters vs. pay and display machines, level of automation at parking surface lots vs. parking garage structures.

**Service Delivery Model:** The level of automation at parking lots; staff vs. contracted attendants, mix of on-street and off-street parking spaces.

**Structural Issues:** The use of parking structures/garages in a parking portfolio vs. surface lots, age of facilities/equipment.

**Utilization Levels:** The use of variable-rate pricing structures, the availability of public transit/public transit utilization rate and the proximity of parking alternatives (free public parking, private lots) will impact utilization levels.

## Additional Information:

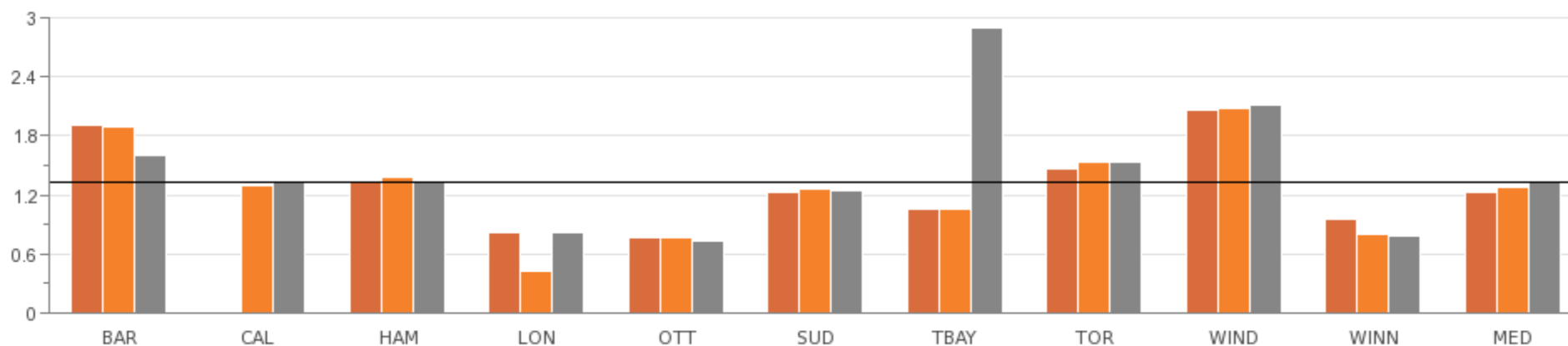
*The City of Winnipeg collected data in this service area for the first time in 2009. Therefore their results for 2009 may not be comparable. Contact the Winnipeg Municipal Lead for further information.*

## Parking Services

### How many parking spaces do municipalities provide?

Fig 11.1 Number of Paid Parking Spaces Managed per 100,000 Population

(In Thousands)



2009	1,909	N/A	1,326	809	762	1,229	1,055	1,462	2,068	954	1,229
2010	1,901	1,301	1,374	430	764	1,256	1,055	1,540	2,076	805	1,279
2011	1,602	1,331	1,342	819	728	1,250	2,895	1,537	2,108	789	1,337

Source: PRKG205 (Service Level)

Comment: Thunder Bay's 2011 results includes most of the parking in five distinct business areas because there are no zoning requirements for businesses to provide their own customer and staff parking zones.

## How many parking spaces does the municipality provide?

Fig 11.2 Number of Parking Spaces Provided (By Type)

Municipality	On-Street Parking Spaces	Off-Street Parking Spaces Surface	Off-Street Parking Spaces Structure
	2011	2011	2011
Barrie	666	721	215
Calgary	585	261	486
Hamilton	504	549	290
London	429	391	0
Ottawa	425	106	198
Sudbury (Greater)	304	945	
Thunder Bay	1,062	597	1,236
Toronto	669	488	380
Windsor	693	715	699
Winnipeg	540	126	123
Median	563	519	290

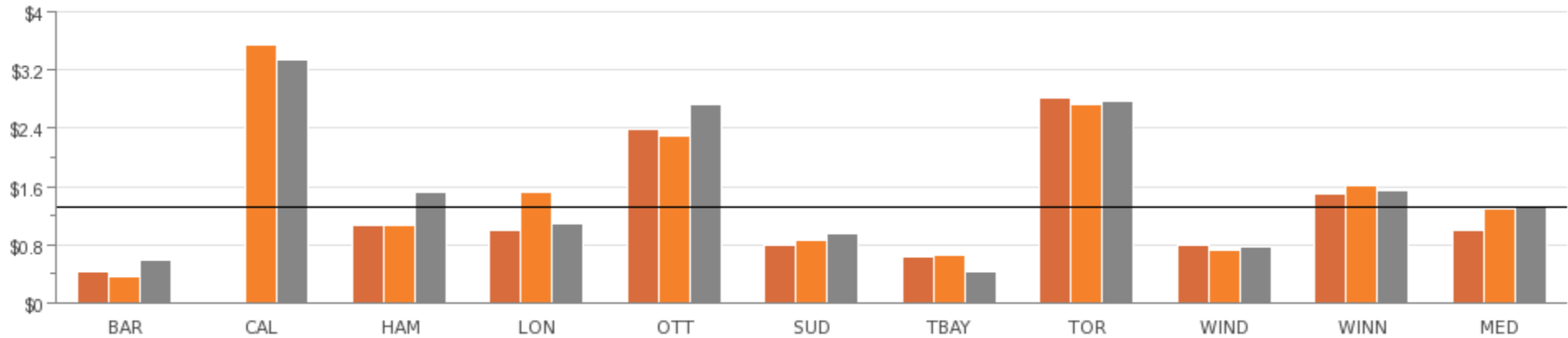
Source: PRKG210, PRKG216, PRKG217 (Service Level)

Note: In 2011, off-street parking was split into structure and surface parking spaces, therefore only 2011 data is shown.

## How much revenue does one parking space generate?

Fig 11.3 Gross Parking Revenue Collected per Paid Parking Space

(In Thousands)



2009	\$420	N/A	\$1,059	\$989	\$2,394	\$785	\$621	\$2,829	\$785	\$1,487	\$989
2010	\$350	\$3,552	\$1,068	\$1,517	\$2,289	\$861	\$646	\$2,731	\$714	\$1,611	\$1,293
2011	\$588	\$3,347	\$1,523	\$1,096	\$2,733	\$949	\$417	\$2,783	\$767	\$1,537	\$1,310

Source: PRKG305 (Efficiency)

## How much revenue does one parking space generate?

Fig 11.4 Gross Parking Revenue Collected by Parking Space (By Type)

Municipality	Gross Parking Revenue Collected per On-Street Space	Gross Parking Revenue Collected per Off-Street Surface Space	Gross Parking Revenue Collected per Off-Street Structure Space
	2011	2011	2011
Barrie	\$625	\$584	\$488
Calgary	\$2,066	\$2,138	\$5,540
Hamilton	\$2,185	\$969	\$1,422
London	\$1,437	\$722	N/A
Ottawa	\$2,987	\$814	\$3,213
Sudbury (Greater)	\$1,652	\$723	N/A
Thunder Bay	\$605	\$213	\$355
Toronto	\$2,476	\$2,262	\$3,993
Windsor	\$968	\$583	\$757
Winnipeg	\$1,376	\$1,532	\$2,250
Median	\$1,545	\$769	\$1,836

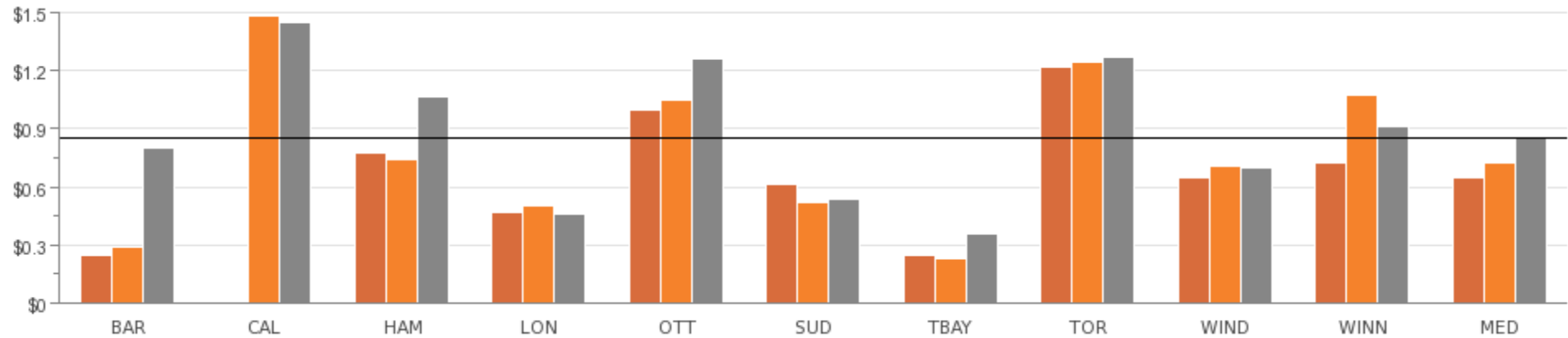
Source: PRKG310, PRKG316 and PRKG317 (Efficiency)

Note: In 2011, off-street parking was split into structure and surface parking spaces, therefore only 2011 data is shown.

## How much does it cost a municipality to maintain one parking space?

Fig 11.5 Parking Services Operating Cost per Paid Parking Space Managed

(In Thousands)



2009	\$246	N/A	\$775	\$465	\$994	\$611	\$241	\$1,220	\$643	\$725	\$643
2010	\$290	\$1,489	\$739	\$501	\$1,048	\$521	\$224	\$1,249	\$703	\$1,073	\$721
2011	\$798	\$1,455	\$1,062	\$461	\$1,265	\$532	\$360	\$1,275	\$702	\$909	\$854

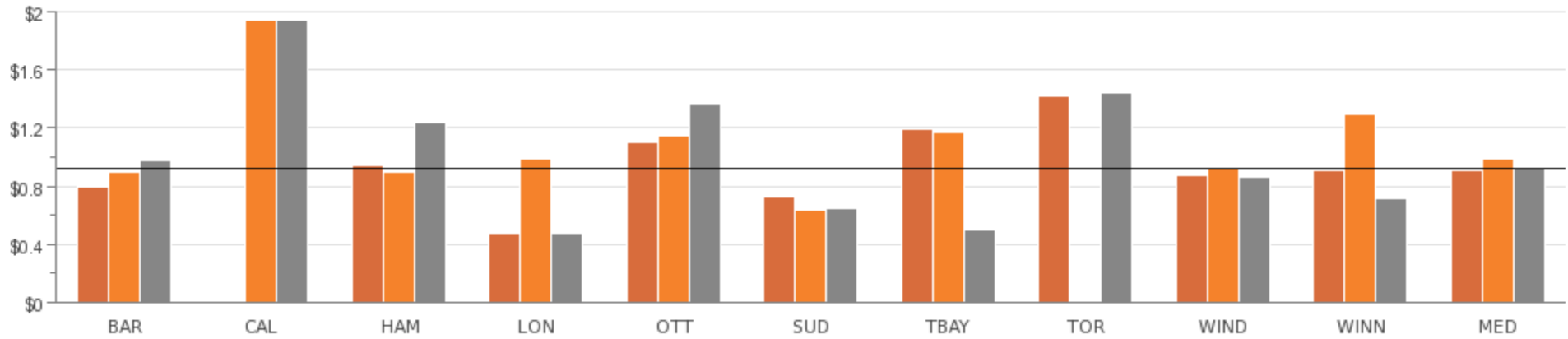
Source: PRKG320 (Efficiency)

Comment: In 2009, Winnipeg added 200 pay-stations to their inventory; however full costing including these additional spaces is included in 2010 and 2011 only.

## What is the total cost for a municipality to maintain one parking space?

Fig 11.6 OMBI Total Cost per Paid Parking Space Managed (includes amortization)

(In Thousands)



2009	\$799	N/A	\$939	\$478	\$1,099	\$727	\$1,188	\$1,417	\$874	\$908	\$908
2010	\$895	\$1,949	\$901	\$985	\$1,152	\$637	\$1,170	N/A	\$929	\$1,291	\$985
2011	\$974	\$1,943	\$1,238	\$478	\$1,369	\$642	\$499	\$1,448	\$865	\$713	\$920

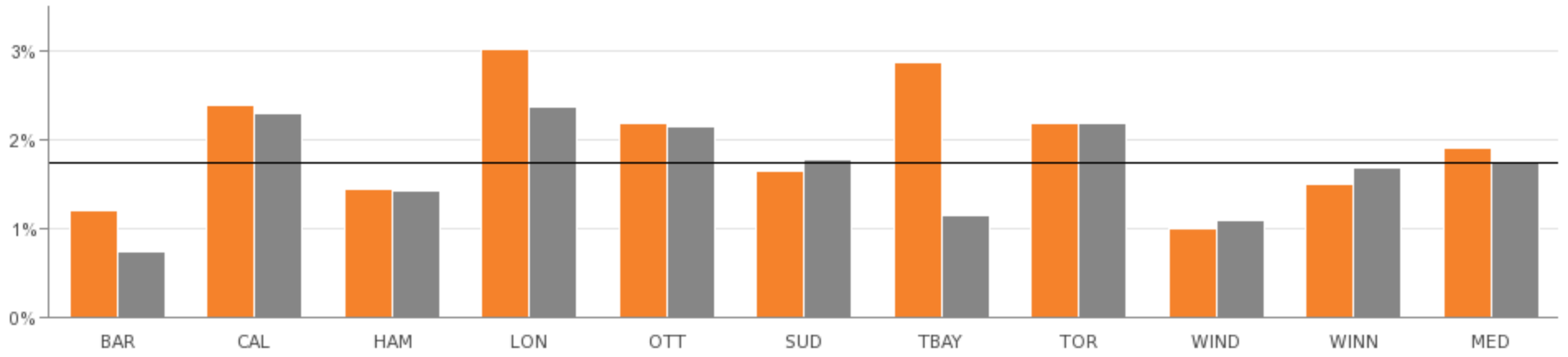
Source: PRKG320T

Note: Calculation includes amortization.

## What is the cost ratio for parking services?

Fig 11.7 Parking Services Revenue to Cost Ratio - Total

(in hundreds)



2010	121%	239%	145%	303%	218%	165%	288%	219%	101%	150%	192%
2011	74%	230%	143%	238%	216%	179%	116%	218%	109%	169%	1.74%

Source: PRKG340 (Efficiency)