

# REPORT TO COUNCIL



**Date:** November 2, 2011  
**File:** 1862-01  
**To:** City Manager  
**From:** Property Manager  
**Subject:** Parking around Kelowna General Hospital

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## **Recommendation:**

THAT Council support implementation of the recommendations contained within the report from the Property Manager dated November 2, 2011;

AND THAT staff review the effectiveness of the recommendations over the next six (6) month time frame and report back to Council;

AND THAT Council direct staff to continue to work with the Kelowna General Hospital (KGH) staff and the neighbourhood association on additional long-term solutions that reduce the impact of hospital staff and construction workers parking in the neighbourhood;

AND THAT additional funding in the amount of \$6,173 for the cost of implementing the recommendations noted in this report to be from revenue generated from renting Strathcona Park Parking Lot with the balance remaining funded from existing budgets;

AND FURTHER THAT staff report back to Council on the overall strategy to improve parking management operations across the City.

## **Purpose:**

To obtain Council support for implementation of measures aimed to reduce the impact of staff and construction related parking on the Kelowna General Hospital neighbourhood.

## **Background:**

For some time staff have been invited to observe and comment on the public consultation between KGH and their neighbours. Recently staff actively participated in community liaison committee meetings related to construction issues around KGH. These meetings focus on numerous issues of the area residents - most notably parking. Of particular concern the residents have raised the issue of:

- non-compliance with the traffic bylaw by area parkers
- a lack of enforcement
- the "shuffling" of cars to circumvent the time restrictions
- lack of respect for resident properties (i.e. landscaping, driveway access, etc.)
- a perceived lack of action by the City and KGH.

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Hearing these concerns City staff have been working with the area residents and Kelowna South-Central Association of Neighbourhoods (KSAN) to come up with potential immediate-term solutions that could be recommended to Council for consideration.

Staff with the assistance of a parking consultant, have also been working on a parking strategy for the whole of the City. In part, the aim of this strategy is to develop a set of principles, supported by the community that Council can adopt and then utilize to guide parking related decisions into the future, similar to the way the Official Community Plan guides Council's land use decisions. This will be the subject of a separate report to Council in the near future and will include things such as: parking and its relationship to OCP objectives (i.e., Transportation Demand Management, Green House Gas reduction, etc.), asset management, transit, financial self sufficiency, etc.

The following is a summary of the suggestions put forward by Hospital Area residents and KSAN with respect to immediate-term solutions for parking around KGH. Under each suggestion there are staff comments, followed by a recommendation to implement or not implement the solution at this time.

KSAN and resident written suggestions;

**1. Implement Resident Parking Only (RPO) all around the hospital.**

Staff did implement RPO on the north side of Royal Avenue some years ago as a test case. While this program has provided parking relief for the residents on Royal Avenue, it has resulted in people parking on the adjoining side streets and limiting the parking for visitors, employees of the hospital and contractors. RPO is not a philosophy that staff support going forward. Staff believes that the streets should be used for parking by all citizens, including; hospital staff, residents and construction workers. However, staff does recognize the existing scenario cannot continue and substantial improvements must be undertaken to reduce the impact to area residents.

**Recommended action:**

Defer consideration of RPO until other parking management measures have been implemented and the success evaluated.

**2. Improve signage of permitted parking hours and put signs in proper and more visible locations.**

A review by staff has indicated there are signs in the wrong place or obscured by trees.

**Recommended action;**

2.1 Staff to ensure there is improved signage in the area; both in the location they are placed and the number of signs.

2.2 Staff to request residents to prune back their trees and shrubs so as not to obscure parking signage.

**Cost Implications:**

\$1,000 to move existing signs and place new ones where appropriate.

**3. Add signs on Glenwood, Long, Royal, Christleton, Speer advising of parking for KGH visitors and staff on Ethel Street, and showing a map of where it is located.**

The Ethel Street parking lot owned by KGH is currently available to the public for free (90 stalls); however, because of the location and lack of adequate signage it is sparsely used.

**Recommended action;**

3.1 Request that KGH promote the use of this lot within their staff and that KGH fund installation of signs on Glenwood, Long, Royal, Christleton and Speer.

**4. Provide curbs on streets which don't have curbs**

Curbs are useful in eliminating angle parking and / or people parking on private property damaging landscaping, sprinkler heads etc.

**Recommended action:**

4.1 Staff to perform a review with neighbourhood consultation to determine the location and most effective option to keep people from parking on private property. IHA will be completing the curb and gutter on the north side of Royal between Pandosy and Long.

4.2 Staff to review the priority of the City sidewalk program and determine if any streets in the hospital area should qualify for increased priority and report back to Council.

**5. Use yellow paint on all areas where no parking is allowed, curbs, driveways etc.**

Improved signage combined with additional enforcement should alleviate many of the parking challenges. Staff will review the effectiveness of the signage and enforcement actions in order to determine if additional measures are needed including painting curbs, driveways etc. Staff have found signage to be more effective educating motorists than paint, especially in the winter when roads are covered in snow.

**Recommended action:**

Defer consideration until other parking management measures have been implemented and the success evaluated.

**6. Improve Resident Parking Permits so they are not as easily tampered with.**

In recent years there has been a problem with sale and/or reproduction of resident parking passes.

**Recommended action:**

Purchase the Permit Parking module for the T-2 system and integrate it with the Autovue system to streamline parking enforcement in residential areas throughout the City.

Property Management, Bylaw Enforcement and Information Services staff are working together to integrate the Residential Parking Permit data (City Information Services designed program) with T-2 (parking ticketing hardware and software) and with Autovue (Licence Plate Recognition software / hardware).

Residents will register their vehicle licence plate. That data will be shared with the Autovue system and the T-2 ticketing system making enforcement using the Autovue system significantly more efficient and will eliminate fraudulent use of Resident Parking Permits.

Staff will also be communicating with residents about the need to self police the use of visitor permits

**Cost Implications:**

\$3,000 (already in budget), plus staff time for configuration and data entry.

7. **Reduce parking hours to 1 hour at all times in the block from Cadder Avenue to Christleton Avenue, between Richter Street and Abbott Street.**  
The added time restriction would require additional resources from the City to effectively enforce. Staff suggest waiting to see if the other new measures are effective prior to testing this recommendation.

**Recommended Action**  
None at this time.

8. **Construct a sidewalk and proper curbing with drainage on the south side of Rose Avenue.**  
The City is working on acquiring the necessary property along Rose Avenue to accommodate the DCC roads program.

**Recommended Action**  
A portion of the project is budgeted for land acquisition in 2012 pending Council approval.

9. **Consistently and routinely ticket and tow vehicles parked within:**
- a. **5 meters of a fire hydrant**
  - b. **Within 6 meters of all crosswalks (marked or unmarked)**
  - c. **Within 6 meters of all stop signs**

**Recommended action:**

9.1 Once action item #2 (signage review) has been completed, then Parking Enforcement will be consistently ticketing for the above-mentioned infractions.

10. **Perform a radio campaign and signage on the streets, advertising that vehicles who are ticketed surrounding the hospital area, are subject to being towed, at the City's discretion and then tow all vehicles who routinely are ticketed. IHA / Graham Construction to provide written notification to its employees / contractors.**  
The City will automatically tow a vehicle if it is interfering with fire-fighting or other emergency vehicles or equipment or obstructing a lane or access to a driveway.

Bylaw has recently sent letters to Habitual Offenders that they will be subject to being towed for the next offence. The Habitual Offenders were defined as people who had 10 or more outstanding tickets or \$300 or more in outstanding fines.

**Recommended action:**  
See #19

11. **Outsource enforcement of parking to the Commissionaires, or Impark.**  
The City hired a City Traffic Officer (CTO) on October 12<sup>th</sup>. This Officer has begun enhanced daily enforcement of parking restrictions in the neighbourhood around the Hospital.

**Recommended action:**  
11.1 That staff monitor the impact of the new CTO and report back to Council.

**12. Have a public education / awareness campaign to encourage KGH staff and visitors to take alternate forms of transportation.**

KGH made attempts to improve the usage of alternate modes of transportation by staff; however, the uptake and effectiveness of their efforts are limited. They continue to work with the City's Regional Services department on this issue.

**Recommended action:**

12.1 City requests that KGH revisit their staff and construction worker parking model and provide the City, KSAN and the area residents an update regarding the options considered/implemented.

In addition to the written suggestion, area residents also brought up the following issues at a joint meeting on September 29<sup>th</sup>;

**13. Increase fines for parking infractions on City streets to over \$100, because it doesn't seem anyone is being deterred by the current fine structure**

The City Clerk recently brought forward fine rate increases that were approved by Council. There needs to be some time to determine if the increased fines combined with the enhanced enforcement have had the desired impact or if further increases are needed in the future.

**Recommended action:**

None at this time.

**14. Run an ad campaign informing people they will be ticketed and towed if they contravene parking bylaws.**

**Recommended action:**

If people park in contravention of the traffic bylaw and receive 4 violations within a 6-month time frame, they will be notified that they will be ticketed and towed on the 5<sup>th</sup> violation.

**15. Institute and enforce parking limits on residential streets 24/7**

This would require staff to enforce the time limits 24/7. The City does not have the resources to enforce at this time; however as per #18 herein, staff are proposing a change to the current hours of 9 am - 5 pm for 2 hour time restricted parking.

**Recommended action:**

See #18.

**16. Institute better traffic management on Royal Avenue, and especially at intersection with Long Street (traffic calming, sidewalks, crosswalk, etc.).**

Many people visiting the hospital park down the side streets and then walk along Long Street and cross Royal Avenue to access the hospital. There is no crosswalk.

**Recommended action:**

16.1 City's Traffic Operations division to review the site and determine if a crosswalk or other measures are warranted. If warranted, a sidewalk will be implemented as funding is available.

Additional measures proposed by staff include:

**17. Recommended action:**

Increase the 2 hour time restricted parking areas in order to provide relief to residents of Knox Crescent, Royal Avenue, Bach Avenue, Doryan Street, Burne Avenue, Kepler Place, Stirling Place, Burnett Street, Grenfell Avenue, Morrison Avenue, Patterson Avenue and Wardlaw Avenue.

**Cost implications:**

\$4,173 required for the installation of additional signage.

**18. Recommended action:**

Extend new and existing time restricted parking from 9 am - 5 pm Monday - Saturday to 8 am - 8 pm Sunday - Saturday.

**Cost implications:**

Staff to investigate cost implications and funding.

**19. Recommended action:**

Institute a City-wide practice that any vehicle with 4 or more parking tickets within a 6-month time frame or \$300 in outstanding fines will be notified that they will automatically be towed for the next violation.

**Cost implication:**

Towing and impound fees are borne by the vehicle owner.

This process typically takes up to 1 hour of staff time per vehicle towed. As soon as the officer places a violation notice on the vehicle, the officer has effectively taken custody of the vehicle and must wait until the tow truck arrives and tows the vehicle before moving on to his next task.

**20. Recommended action:**

Rent the 23 stall Strathcona Park Parking Lot to KGH for November - March for their exclusive use to reduce on-street parking for the next five (5) years during the construction period (similar to what has been approved by Council in previous years).

**Cost implication:**

This will produce revenue of \$5,175 / year.

**21. Recommended action;**

City to request that KGH explore transportation options with contractors for park 'n ride when doing construction at KGH.

**Cost Implication:**

To be determined

**22. Recommended action;**

The three streets adjacent to KGH (Royal, Abbott and Christleton) be designated as pay parking areas and that staff are to review the feasibility of pay parking stations and report back to Council on cost and timelines for implementation.

**Cost Implications:**

To be detailed in the feasibility report.

**Internal Circulation:**

Director, Corporate Services  
Director, Regional Services  
Director, Financial Services  
Director, Communications  
Manager, Parks Services  
Manager, Information Services  
Manager, Transportation and Mobility  
City Clerk  
Bylaw Supervisor  
Traffic Supervisor

**Legal/Statutory Authority:**

The current Traffic Bylaw is adequate to perform the necessary enforcement outlined in the above report.

**Financial/Budgetary Considerations:**

New expenses are to be mostly covered by the seasonal rental of Strathcona Beach Parking Lot.

**Communications Comments:**

Communications staff to work with KGH media relations staff to communicate parking alternatives around KGH.

**External Agency/Public Comments:**

Staff have been consulting with the staff at KGH as well as KSAN and other residents in the hospital neighbourhood.

**Considerations not applicable to this report:**

Legal/Statutory Procedural Requirements:  
Personnel Implications:  
Alternate Recommendation:  
Existing Policy:

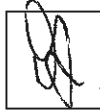
In light of the above, the Real Estate & Building Services department request Council's support of in this matter.

Submitted by:



R. Forbes, Manager  
Property Management

Approved for inclusion:



D. Gilchrist, Director, Real Estate & Building Services

cc: Director, Corporate Services  
Director, Regional Services  
Director, Financial Services  
Director, Communications  
Manager, Parks Services  
Manager, Information Services  
Manager, Transportation and Mobility  
City Clerk  
Bylaw Supervisor  
Traffic Supervisor



**Summary of recommended action items:**

Recommendation:	Description:	Estimated Cost:	Timing:
2.1	Improve parking restriction signage location and visibility	\$1,000	Immediately
2.2	Request residents to prune back trees & shrubs so they don't obscure parking signage	\$0	Immediately
3.1	City request that KGH fund signage to promote the use of the Ethel Street lot for KGH and construction staff and to work with City staff for signage on streets surrounding KGH.	\$0	Immediately
4.1	Consult with neighbourhood residents for possible locations for curb and gutter or other measures to prevent people from parking on private property. IHA finishing curb and gutter on the north side of Royal Avenue between Pandosy and Long St.	\$0	6 months
4.2	Review sidewalk program and determine if any streets qualify for increased priority	\$0	8 months
6	Reduce fraudulent use of Resident Parking Permits by KGH staff and construction workers	\$3,000 plus staff time. Budgeted in Bylaw for 2011	4 months
8	City to construct sidewalk and curbing on the south side of Rose Avenue between Pandosy St. and Richter St.		As acquisition allows
9.1	City to increase enforcement via a dedicated City Traffic Officer (CTO)	In budget	Immediately
10	Staff to report to Council separately on the impact of ticketing and towing vehicles with unpaid Bylaw Violation Notices	\$0	2 months
11.1	Monitor impact of new CTO	\$0	Ongoing
12.1	Request KGH revisits their staff and construction worker parking model and provide the City, KSAN and area residents an update regarding options considered/implemented	\$0	Immediately
16.1	City Traffic Operation division review and determine if a crosswalk or other measures are warranted	To Be Determined	Immediately
17	Additional 2 hour time restricted parking on additional streets including Knox Crescent, Bach Avenue, Doryan Street, Royal Avenue, Burne Avenue, Kepler Place,	\$4,173	2 months

	Sterling Place, Burnett Street, Grenfell Avenue, Morrison Avenue, Patterson Avenue and Wardlaw Avenue.		
18	Extend time restricted parking to 8 am - 8 pm Sunday - Saturday.	To be Determined	2 months
19	City-wide policy that frequent violators be immediately towed upon the 5 <sup>th</sup> violation.	\$0	Immediately
20	Rent Strathcona Beach Parking Lot to KGH for fall / winter for staff parking during construction period.	(\$5,175)	Immediately
21	City to recommend that KGH explore park 'n ride options during construction	To Be Determined	2 months
22	Feasibility study on Pay Parking on Royal, Abbott, and Christleton	To Be Determined	2 months