

REPORT TO COUNCIL



Date: July 5, 2012
File: 1862-01
To: City Manager
From: Property Manager
Subject: Parking around Kelowna General Hospital

Recommendation:

THAT Council, receives for information, the Report from the Property Manager dated July 5, 2012 regarding Parking around Kelowna General Hospital.

Purpose:

To provide Council with an update on the approved recommendations related to parking in the Kelowna General Hospital neighbourhood.

Background:

In the fall of 2011, Staff undertook concerted consultation with KGH and the surrounding neighbours to address neighbourhood parking issues. The neighbourhood concerns included:

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

Through consultation with the community and KGH, Staff created a focused plan to address parking issues in the Hospital District. Staff brought forward a report to Council (November 2011) with recommended actions from the plan. Staff committed to providing a Council update in six months time.

In preparing the Council update report, City staff consulted with KGH administration and the KGH Neighbourhood Solutions Committee and presented at an open neighbourhood meeting. The following recommendations came out of that meeting:

A handwritten signature in black ink, appearing to be a stylized 'A' or similar character.

Recommendations:

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

Recommended action

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

6-month progress

Recommendation deferred until other parking management measures have been evaluated.

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

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.

6-month progress

Staff are reviewing signage visibility on an ongoing basis. Several sign locations have already been moved to be more visible. Staff acknowledges there is a balance between enforcement and overwhelming the neighbourhood with signs.

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

6-month progress

This recommendation requires continuous monitoring. Now that the trees and shrubs are leafing out, we continue to identify properties where pruning needs to occur. A list of properties has been sent to Bylaw to contact residents where pruning is necessary.

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

Recommended action

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

6-month progress

The Ethel Street parking lot was full three times in May. Graham Construction will be removing construction staging materials and will be levelling out the lot in the next two to three months. It is anticipated that this will result in an additional 70 stalls. Furthermore, KGH is undertaking a re-zoning application that would result in the removal of three KGH owned houses on Royal Avenue. These properties will be converted to surface parking spaces. By year end, there will be an additional 120 parking spaces; however, even with these additional parking spaces, the demand for parking at KGH remains greater than the supply during peak hours.

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

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 Avenue between Pandosy Street and Long Street.

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.

6-month progress

Infrastructure Planning has indicated that a Local Area Service Improvement fee would be required to accomplish this recommendation. The road upgrades would include drainage and utility upgrades as needed. Currently, there are no upgrade plans for this area, with the exception of Rose Avenue which is included in the DCC Active Transportation Program (Point #8). Staff will inform the KGH administration and the KGH Neighbourhood Solutions Committee of the Local Area Service Improvement Fee process at our next consultation meeting in September.

5. Use yellow paint on all areas where No Parking is allowed, curbs, driveways, etc.

Recommended action

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

6-month progress

Staff have reviewed the recommendation and believe parking management can be more effectively administered through signage. This is primarily due to concerns of snow covering the yellow paint during the winter months and the ongoing maintenance cost to repaint the curbs.

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

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.

6-month progress

Staff from Parking Management and Information Services are working together on a solution.

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.

Recommended Action

None at this time.

6-month progress

Recommendation deferred until other parking management measures have been evaluated.

8. Construct a sidewalk and proper curbing with drainage on the south side of Rose Avenue.

Recommended Action

A portion of the project is budgeted for construction in 2013, pending Council approval.

6-month progress

Infrastructure Planning has included Rose Avenue in the DCC Active Transportation Program for a re-build of the whole street between Pandosy Street and Ethel Street between 2016-2020. A 2013 budget request will be submitted for the preliminary design work.

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

Recommended action

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

6-month progress

Staff is consistently enforcing the above noted items. For the first 5-months of 2012, Staff towed 112 vehicles for contravening the traffic bylaw in the Hospital District.

10. Perform a radio campaign and signage on the streets, advertising that vehicles which are ticketed, surrounding the hospital area, are subject to being towed, at the City's discretion and then tow all vehicles that are routinely ticketed. IHA/Graham Construction to provide written notification to its employees / contractors.

Recommended action

Staff report to Council separately on the impact of ticketing and towing vehicles with unpaid Bylaw Violation Notices.

6-month progress

Parking Management has a limited advertising budget. Once the initiative described in Recommendation #19 is completed an advertising campaign may be initiated.

11. Outsource enforcement of parking to the Commissionaires, or Impark.

Recommended action

That staff monitor the impact of the new City Traffic Officer (CTO) and report back to Council.

6-month progress

Staff note that the new CTO combined with improved signage and increased fine levels have resulted in a reduction in the number of violations around the Hospital. External enforcement is not recommended at this time.

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

Recommended action

City requests that KGH revisit their staff and construction worker parking model and provide the City, Kelowna South-central Association of Neighbourhoods (KSAN) and the area residents an update regarding the options considered/implemented.

6-month progress

KGH has indicated they have undertaken various internal communications with their staff to promote off-street parking and TDM options. KGH will include off-street parking options as part of their new employee orientation.

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

Recommended action

None at this time.

6-month progress

Overtime Parking Bylaw Violation Notices carry a \$30 fine. In July 2010, the City changed the long-standing practice of reducing the face value of the Bylaw Violation Notice to \$5.00 if paid within 10 days. Now, if the Bylaw Violation Notice is paid within 14 days it is reduced to \$25.00. After 28 days, the fine increases to \$35.00.

On the attached graph (Schedule A) staff noticed that since the change in mid-2010, of the fine reduction, the number of violations have decreased by more than 50%.

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

Recommended action

None at this time.

6-month progress

Parking Management has a limited advertising budget. Once the initiative described in Recommendation #19 is completed an advertising campaign may be initiated.

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

Recommended action

Not recommended at this time due to staffing constraints.

6-month progress

No action required.

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

Recommended action

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.

6-month progress

A 3-way All Stop has been installed at the Royal Avenue and Long Street intersection.

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

Recommended action

Install signs as noted above.

6-month progress

Completed.

18. Extend new and existing time restricted parking from 9 AM - 5 PM Monday - Saturday to 8 AM - 8 PM Sunday - Saturday.

Recommended action

Change signs and extend parking enforcement to 8 AM - 8 PM Monday - Friday and 8 AM - 5 PM on Saturday and Sunday.

6-month progress

A Traffic Officer has been hired to address weekend and evening coverage. Staff are currently planning the sign changes to address the new hours. These changes are anticipated to take place by the end of August.

19. Institute a City-wide practice that any vehicle that has received 4 parking tickets be notified that they will automatically be towed for the 5th violation.

Recommended action

Review the internal reporting and enforcement tools and develop a strategy to implement towing after 5 violations.

6-month progress

Staff are working on the system and software requirements, with an expected implementation in September.

20. Rent the 23 stall Strathcona Park parking lot to KGH from 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).

Recommended action

Rent the parking lot as noted above.

6-month progress

The Strathcona Park parking lot lease has been completed. KGH will re-commence using the Strathcona Park parking lot in November.

21. City to request that KGH work with their contractors to lease a portion of the Central Green site for staff parking and to bus workers to and from the construction site until such time as construction at the Central Green site commences. This will require Council support of a Temporary Use Permit if KGH chooses to pursue this as an option.

Recommended action

To discuss the above recommendation with KGH.

6-month progress

KGH has held pre-bid meetings with the three proponents and representatives of the neighbourhood to ensure the proponents were aware of the neighbours' concerns first hand.

22. The three streets adjacent to Kelowna General Hospital (Royal Avenue, Abbott Street and Christleton Avenue) 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.

Recommended action

To be detailed in the feasibility report.

6-month progress

The neighbourhood has voiced concerns about this recommendation. Recommendation deferred until other parking management measures have been evaluated.

Internal Circulation:

Director, Corporate Services
Director, Regional Services
Director, Financial Services
Manager, Parks
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 enforcement outlined in the above report. Traffic Bylaw amendments to further improve enforcement ability will be requested under a separate report.

Financial/Budgetary Considerations:

New expenses are to be covered by the seasonal rental of the Strathcona Beach parking lot.

External Agency/Public Comments:

Staff consulted with staff at KGH, KSAN and other residents in the neighbourhood.

Considerations not applicable to this report:

Internal Circulation:

Existing Policy:

Communications Comments:

Legal/Statutory Procedural Requirements:

Personnel Implications:

Alternate Recommendation:

Submitted by:



R. Forbes, Manager
Property Management

Approved for inclusion:



D. Edstrom, Acting Director, Real Estate & Building Services

Schedule 'A'

Schedule A - KGH District - Offence Notices Issued, 2010-2012

