



3,000,000
ON-STREET PARKING SESSIONS

950,000
OFF-STREET PARKING SESSIONS

3,938
ON-STREET PARKING SPACES MANAGED

2,814
OFF-STREET PARKING SPACES MANAGED

675
PAY & DISPLAY MACHINES

16
OFF-STREET PARKING LOTS & GARAGES

25%
PAY & DISPLAY SESSIONS PAID FOR BY CREDIT CARD



Parking Operations staff perform maintenance work in the 141 Clarence St. parking garage.

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The Chinatown archway overlooking a Pay & Display machine on Somerset St.

MESSAGE FROM THE MANAGER

Welcome to the Parking Operations, Maintenance & Development Branch's 2011 Annual Report! We accomplished a tremendous amount of work in 2011 and I am proud to be able to share the details with you in the following pages.



The purpose of our Annual Report is to highlight and celebrate the achievements of the past year – and we have a lot to celebrate! From a 64% drop in 3-1-1 calls related to parking equipment thanks to our new Pay & Display equipment, to the continually increasing number of customers taking advantage of the convenience of paying by credit card at the machines, 2011 was a great year for our Branch. Twenty-five percent of Pay & Display transactions are now conducted by credit card. This translates to 37% when measured by revenue.

We continue to place great emphasis on our relationships with our stakeholders. From Business Improvement Associations (BIA's), Community Associations, and Places of Worship to Ward Councillors and the Parking Stakeholder Consultation

Group (PSCG), our community partners continue to provide excellent feedback that influences all aspects of parking service provision.

I would like to take this opportunity to thank the residents and visitors of Ottawa. Your patronage is greatly appreciated. Thanks also to our excellent staff, who are second to none. It is your hard work and dedication that makes our success a reality. I know that all of our parking customers appreciate your dedication and commitment to service excellence.

Please enjoy our 2011 Annual Report. I am excited to be able to share our successes with you. As always, please feel free to contact me directly if you have any comments about this report or any of the services our Branch provides.

Sincerely,

Doug Robertson, MBA

Manager

Parking Operations, Maintenance & Development

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2011 – 2014 Parking Stakeholders Consultation Group Members

General Manager of Public Works
CHAIR

Jasna Jennings, Lori Mellor, Natalie Hanson,
Suzanne Valiquet
BIA REPRESENTATIVES

Denis Schryburt, Chris Bradshaw, David Baird
COMMUNITY ASSOCIATION MEMBERS

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 REPRESENTATIVE

The Peace Tower overlooking a Pay & Display machine in the ByWard Market.

PARKING STAKEHOLDER CONSULTATION GROUP

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 a wide variety of key stakeholder groups, its mandate is to act as a channel between the City, stakeholders, and affected citizens and groups. The group 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. Meetings, which are held four times per year, present an opportunity for staff to update and engage stakeholders on various issues associated with the Municipal Parking Program. 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. In this way, the Parking Operations, Maintenance & Development Branch is able to much better align our services with the needs and wants of the community.

During 2011, the PSCG was actively engaged on a number of initiatives including the PayByPhone implementation, the Cash-in-Lieu Policy Update, and on-going or planned Local Area Parking Studies. In December 2011, the group was presented with the 2012 Work Plan so that staff were able to incorporate their input.

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.

For more information regarding the PSCG please contact:

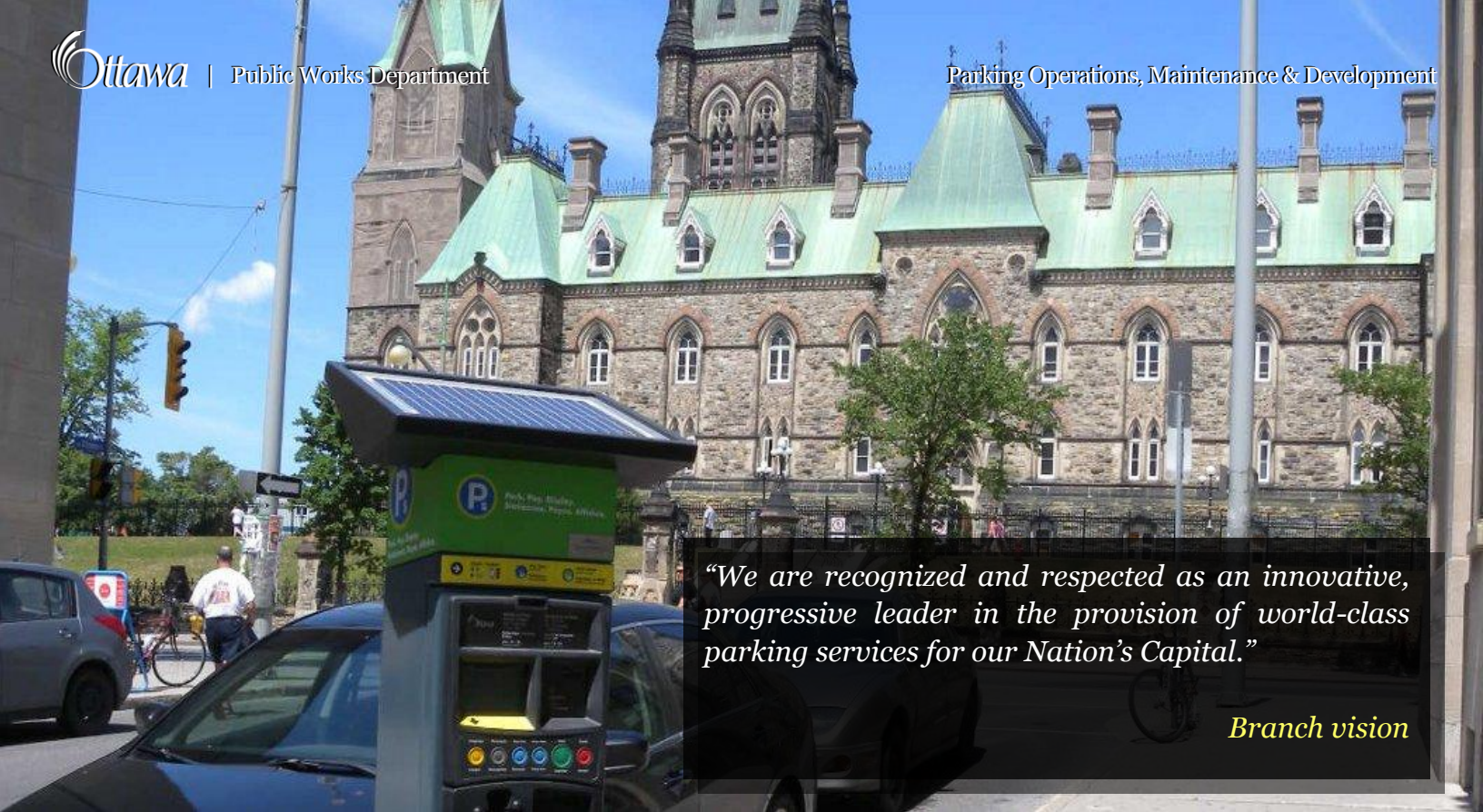
Laurie Freeborn

Administrative Assistant

Parking Operations, Maintenance & Development

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

Branch vision

Vehicles parked in paid on-street spaces near Parliament Hill.

BRANCH OVERVIEW

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, 2011, the Branch manages 3,938 paid on-street spaces on approximately 100 streets in 12 business areas. It also oversees 2,814 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 and expertise in the parking field.

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 appropriate 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.

FUNDING MODEL

Principle 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. The service mandate and funding model continued to provide a solid basis for decision making throughout 2011.



Vehicles parked in paid on-street spaces along Bank St.

2011 IN REVIEW

As mandated by the Municipal Parking Management Strategy, the Parking Operations, Maintenance & Development Branch is required to produce an Annual Report. The Branch uses the Annual Report to demonstrate the initiatives and achievements of the previous year as outlined in the previous year’s work plan. In that respect, it is both an evaluation and celebration of the past year’s achievements.

The 2011 Annual Report links the year’s accomplishments to the following 5 themes, each of which is consistent with the principles and objectives of the Municipal Parking Management Strategy:

- Enhancing the customer experience;
 - Building community relationships;
 - Embracing environmental sustainability;
 - Fostering technological innovation; and,
 - Advocating transparent decision making.
- Ongoing progress towards full implementation of the Municipal Parking Management Strategy via a number of initiatives and service improvements;
 - Implementation of management frameworks to advance the Branch through its transformation toward a professional project management and contract management functional model, improving efficiency and effectiveness;
 - Extensive consultation, planning, and preparation phases for the implementation of PayByPhone technology, further enhancing service and convenience to customers (launched April 5, 2012);
 - Upgrades to both ByWard Market parking facilities (located at 70 Clarence St. and 141 Clarence St.) including new Pay on Foot machines, removal of the old parking booths, fresh paint and new lighting; and,
 - Approval of the Downtown Rideau and ByWard Market Local Area Parking Studies by Transportation Committee and Council.

2011 HIGHLIGHTS

A number of successes were achieved by the Branch in 2011. These include:



A stairwell in the ByWard Market parking facility at 70 Clarence St.

ENHANCING THE CUSTOMER EXPERIENCE

Providing excellent municipal parking services to the residents and visitors of Ottawa is the top priority of the Parking Operations, Maintenance & Development Branch. The Municipal Parking Management Strategy clearly establishes the Municipal Parking Program as a service provider as opposed to a revenue generator. As such, the Branch is committed to providing customers with a positive experience at all its parking facilities, both on-street and off.

Throughout 2011, efforts were made to enhance the operations and processes related to all aspects of the business in order to build upon the customer relationship. Some of these initiatives are listed below.

FACILITIES IMPROVEMENT PLAN

The Facilities Improvement Plan consists of a comprehensive plan to conduct major upgrades of existing parking facilities to improve the customer experience and fulfil the Branch's vision of providing world-class parking services. The Facilities Improvement Plan was developed with input received during stakeholder consultation, and from recommendations from assessments of current facility conditions, accessibility, and

security. Implementation of the Facilities Improvement Plan is scheduled to begin in 2012.

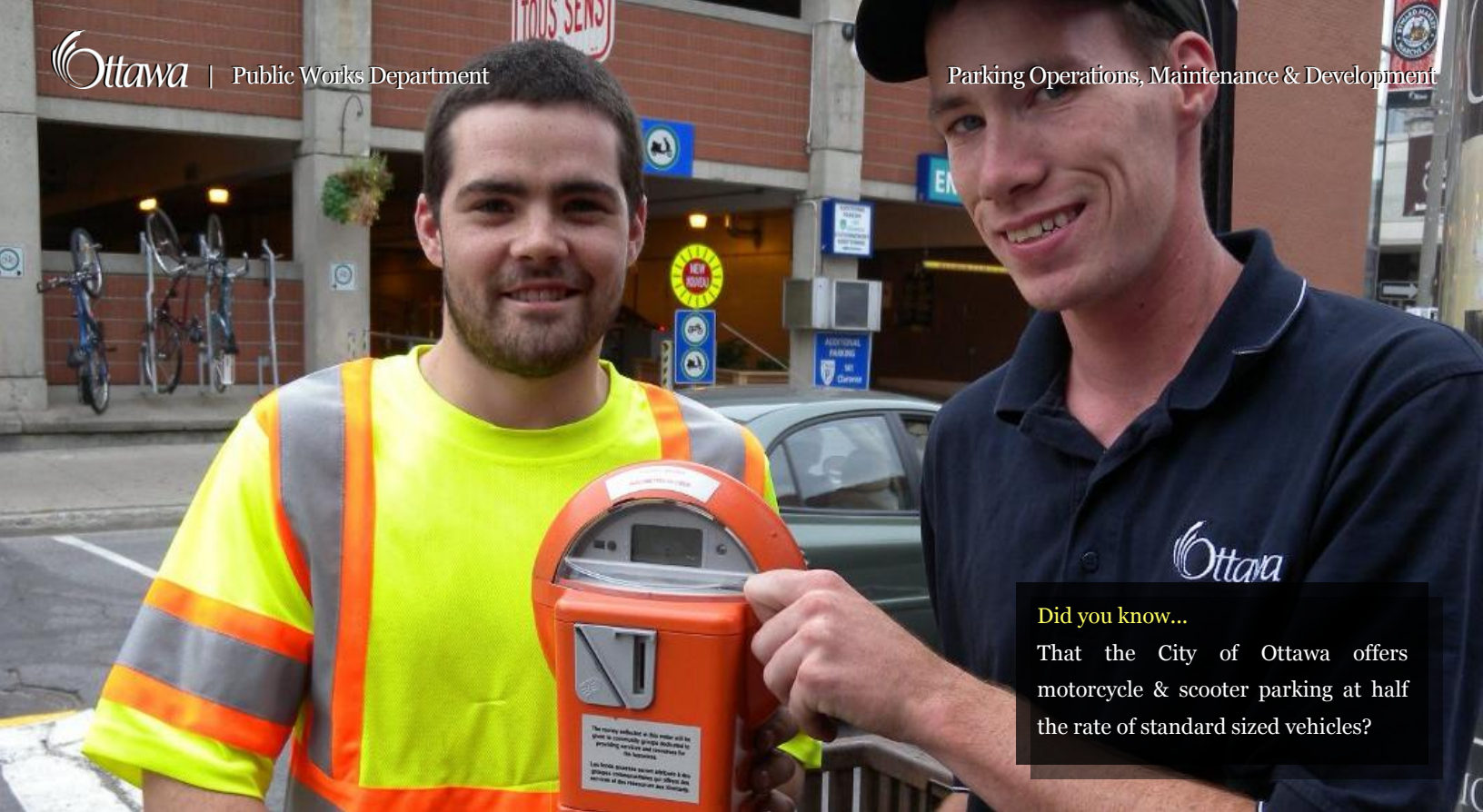
ACCESSIBILITY

The Municipal Parking Management Strategy identifies the provision of accessible parking spaces as one of the major service priorities. As such, the Branch enhanced the availability of accessible parking spaces in 2011 through the following initiatives:

- Additional accessible parking at the Parkdale Market parking lot;
- New accessible signage in the 110 Laurier Ave. (City Hall) parking garage;
- Relocation of accessible spaces in the 141 Clarence St. parking garage for improved ease of use; and,
- Improved signage at the Petrie Island beach parking lot.

CONTINUOUS IMPROVEMENT

The Branch has embraced the corporate Continuous Improvement initiative in order to enhance operational performance and client satisfaction.



Did you know...
 That the City of Ottawa offers motorcycle & scooter parking at half the rate of standard sized vehicles?

Parking Operations staff adjust a kindness meter in the ByWard Market.

BUILDING COMMUNITY RELATIONSHIPS

Maintaining positive relationships with the local communities that the Parking Operations, Maintenance and Development Branch provides services to is a key component for the continued success of the Municipal Parking Program. Engagement with Business Improvement Associations (BIA's), Community Associations, Representatives from Places of Worship, and Ward Councillors played a large role in 2011.

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 2011, 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.

LOCAL AREA PARKING STUDIES (LAPS) PROGRAM

Ongoing stakeholder consultations were held throughout 2011 regarding the ByWard Market LAPS, Downtown Rideau LAPS,

and Westboro LAPS. Regular meetings were held with 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.

KINDNESS METER PROGRAM

The Branch maintains a number of kindness meters in the Downtown Rideau and ByWard Market BIA's. Money collected in the kindness meters is used by local charities. At the request of the Downtown Rideau BIA, 9 new kindness meters were installed in 2011.

COMMUNITY EVENTS

During the summer of 2011, the Preston St. BIA began holding a Saturday morning farmer's market in the 301 Preston St. parking lot beside the Adult High School. The parking lot sees low occupancy rates during Saturday mornings, making the farmer's market a positive way to build a community relationship.



A bicycle parked at a typical ring and post bicycle rack.

EMBRACING ENVIRONMENTAL SUSTAINABILITY

One of the primary objectives of the Municipal Parking Management Strategy is the promotion, establishment, and maintenance of programs and facilities that encourage the use of alternative forms of transportation. The Parking Operations, Maintenance & Development Branch takes this responsibility very seriously and endeavours to adopt environmentally sustainable practices.

SEGREGATED BIKE LANE INVOLVEMENT

When the Segregated Bike Lane Pilot Project was implemented in the summer of 2011, a number of on-street parking spaces on Laurier Ave. were impacted. Recognizing the environmental benefits of the project but also acknowledging the importance of parking downtown, staff from the Parking Branch worked with the Segregated Bike Lane team to relocate the majority of the affected spaces to nearby Gloucester and Nepean Streets. As a result, the net impact on the total supply of parking was minimized.

MOTORCYCLE & SCOOTER PARKING

The introduction of Pay & Display technology in 2010 allowed the Branch to begin offering year-round half-price motorcycle

and scooter parking at all on-street parking spaces. This was expanded to all non-gated surface lots in 2011. The Branch also operated a dedicated motorcycle and scooter parking compound in the 70 Clarence St. parking garage during the summer months of 2011. Year-round half-priced motorcycle and scooter parking is also offered at the 110 Laurier Ave. (City Hall) parking garage.

CAR SHARE SPACES

The Branch supports car sharing and currently provides 5 VRTUCAR spaces in 4 municipal off-street parking facilities. Offering car share spaces in convenient locations encourages a reduction in vehicle ownership, fewer greenhouse gas emissions due to fewer kilometres travelled, and a reduced carbon footprint.

ENERGY SAVINGS

The new Pay on Foot machines installed in our garages consume less energy than previous equipment due to the elimination of internal heaters. Staff also began researching potential energy savings from new, more efficient lighting technology for installation in our garages in 2012.

Station with Cash
voiture, payez comptant
poste de péage.
Credit Card.
édit au terminal de sortie.
L' "ASSISTANCE" BUTTON.
« SERVICE » SI VOUS

EMENT
M.
1 min. (\$11.00 max.)
2 min. (\$6.00 max.)
/ DIM. ET JOURS FÉRIÉS
12 min. (\$6.00 max.)
12 min. (\$6.00 max.)
PERDU \$20.00
TARIF SPÉCIAL DU MATIN
max.)

Information
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TTY / ATS 613-580-2401



New Skidata entrance terminals in the ByWard Market parking facility at 70 Clarence St.

FOSTERING TECHNOLOGICAL INNOVATION

The importance of adopting new technologies to enhance service delivery and improve efficiency is an important aspect of providing excellent parking services. New technologies improve customer satisfaction, streamline operations, and offer new and exciting modes of service provision. A number of technological advances were achieved by the Branch in 2011, all of which augment municipal parking in Ottawa.

PAY & DISPLAY

2011 was our first full calendar year of Pay & Display technology. Installed over a 6 month period in 2010, Pay and Display has helped to make short-term parking more convenient and reliable, allowing payment by credit card and coins, and offering transportable time. 2011 saw a 64% drop in 3-1-1 calls related to parking equipment compared to 2010 and an increase in credit card use (25% of transactions in 2011 compared with 20% in 2010), indications that the new technology is a success.

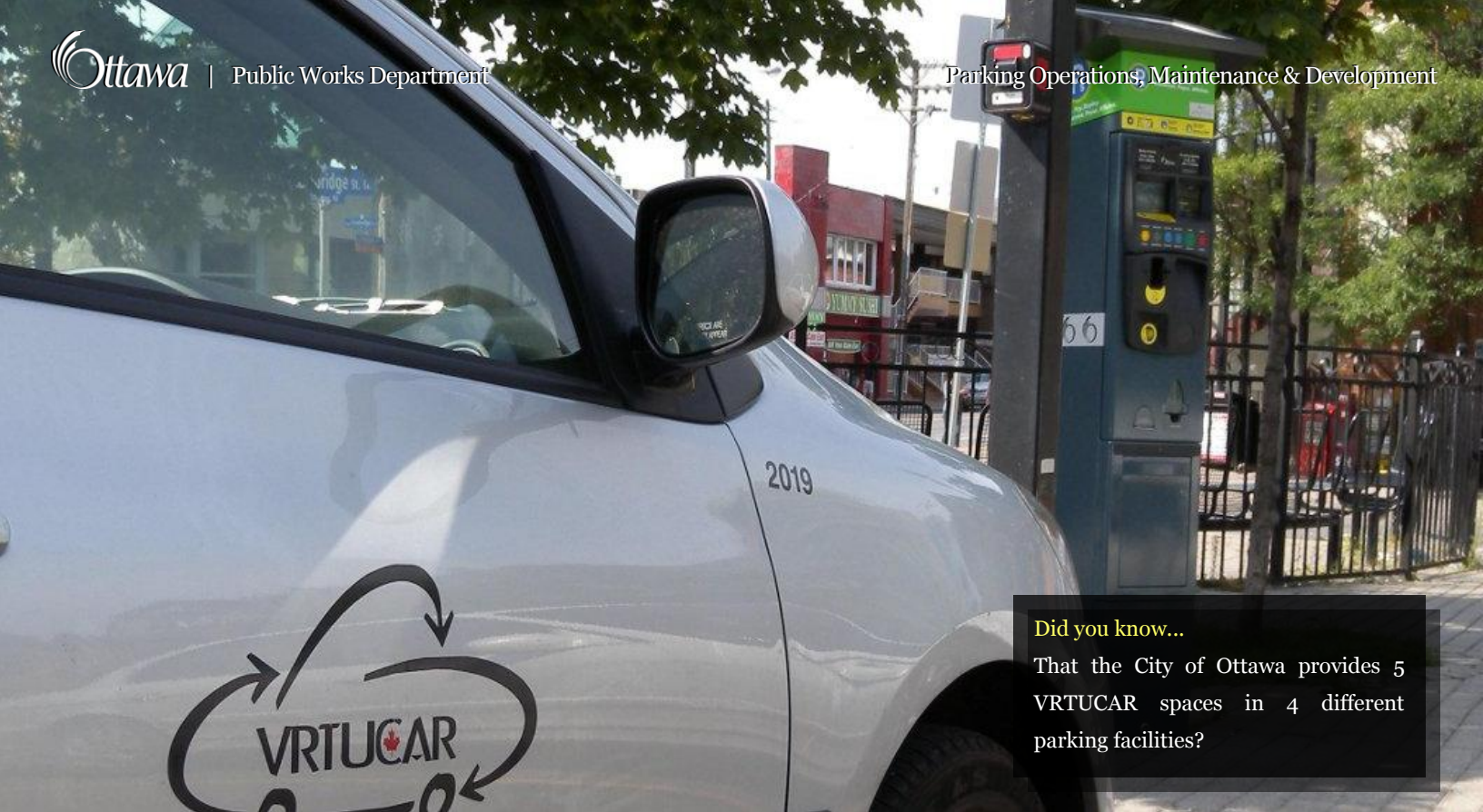
PARKING PAYMENT EQUIPMENT UPGRADES

The parking payment technology in the 70 Clarence St. and 141 Clarence St. parking garages and the 110 Laurier Ave. (City Hall) parking garage were upgraded in 2011. These state-of-the-art upgrades include new attractive payment kiosks and upgraded entry and exit terminals. Benefits include:

- Shorter exit delay times and a corresponding reduction in vehicle emissions;
- Improved reliability and ease of use;
- Enhanced customer service and security via 24 hour intercom customer support; and
- Lower payment kiosk stance to improve accessibility.

PAYBYPHONE

The Branch made significant headway towards the acquisition of a pay by phone parking payment system in 2011. Working closely with internal City partners to ensure all legal, technological, and operational requirements were met, Verrus' PayByPhone system was selected as the system provider following a formal procurement process. The PayByPhone system launched April 5, 2012.



Did you know...
 That the City of Ottawa provides 5 VRTUCAR spaces in 4 different parking facilities?

A VRTUCAR parked in the surface parking lot at 687 Somerset St.

DEMONSTRATING TRANSPARENT DECISION MAKING

The Parking Operations, Maintenance & Development Branch is highly committed to the principles of the Municipal Parking Management Strategy. Efficiency, transparency, and clarity are recognized by the Branch as the guiding principles of the Municipal Parking Program. In 2011, the Branch continued to incorporate the Municipal Parking Management Strategy into all of its business units – Operations, Studies, and Special Projects.

POLICY AND PROCEDURE REVIEW

As a result of the transition to new technology and in alignment with the principles of efficiency and accountability, the Branch began a comprehensive review of its policies and procedures in 2011. Benefits of this review are to ensure that internal controls are embedded in existing and new operational and financial business processes to provide a transparent and effective operating environment. This will facilitate effective reporting and accountability while increasing effectiveness and efficiency as service excellence is delivered to the Branch’s internal and external clients.

BUSINESS REPORTING

The Branch’s first annual Work Plan, Business Plan, and Annual Report were prepared in 2011. These documents are mandated by the Municipal Parking Management Strategy and are presented to Transportation Committee and City Council each year. Each was developed with Parking Stakeholder Consultation Group input and provide an opportunity for City Councillors to review the projects, initiatives, and financial model of the Municipal Parking Program.

LOCAL AREA PARKING STUDY (LAPS) REPORTS

The Branch finalized the ByWard Market LAPS and the Downtown Rideau LAPS reports in 2011. Both were presented and approved by Transportation Committee and City Council in June and July 2011, respectively. Both studies were conducted in accordance with the Council-approved Terms of Reference for Local Area Parking Studies and incorporated significant stakeholder feedback. Each report contained a number of recommendations based on corresponding parking utilization data in a demonstration of fact-based decision making. Future studies and their reports will follow a similar approach.



A tour bus parking meter along Mackenzie Ave.

PERFORMANCE REPORTING

The Parking Operations, Maintenance & Development Branch recognizes the importance of performance measurement and the critical role it plays in the decision making process. For the purposes of this Annual Report, a total of 12 key business indicators have been selected to indicate overall performance of the Branch. They are presented on the following pages.¹ Trends for 2011 can be summarized as follows:

REVENUE

- Total revenue increased by approximately 10% (\$15.8 million in 2011, up from \$14.4 million in 2010).
- Actual on-street revenue in 2011 was up by the 25% revenue guarantee over the adjusted baseline revenues in accordance with the agreement with the third party service provider of the Pay & Display technology, Precise Parklink. The adjustments to the baseline revenues account for permanent and temporary revenue

adjustments due to machine hoodings, capital projects, third party construction projects, removal/relocation of Pay & Display machines, etc. Adjustments such as these will be made each year as required.

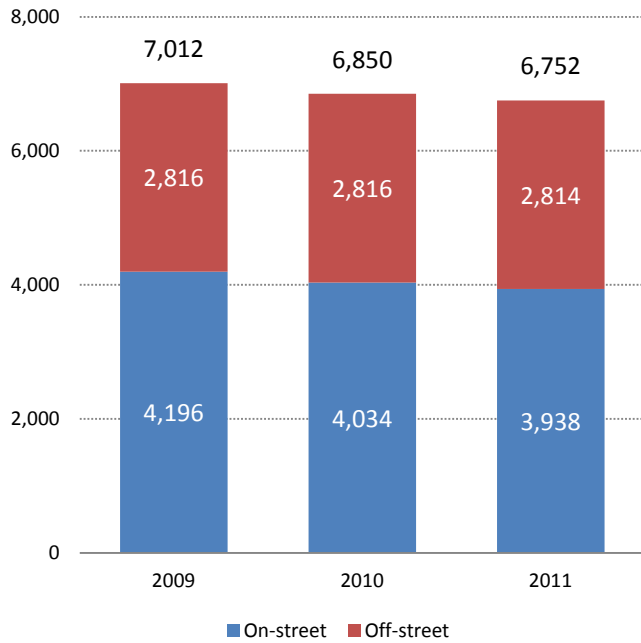
- Off-street parking revenue increased by 4% (\$6.6 million in 2011, up from \$6.3 million in 2010).

EXPENSES

- Total operating expenses increased by 2% (\$10.8 million in 2011, up from \$10.6 million in 2010).
- On-street operating expenses increased by 38% (\$4.5 million in 2011, up from \$3.2 million in 2010), due to the commencement of payments to the service provider. In 2010, no payments were required as the system had not received acceptance, which occurred in 2011.
- Off-street expenses decreased by 20% (\$4.0 million in 2011, down from \$5.0 million in 2010), due to the new off street system in the 110 Laurier Ave. (City Hall), 70 Clarence St., and 141 Clarence St. parking garages that went into operation in 2011. No payments to the service provider were required as system is still undergoing final acceptance.

¹ City staff has made every effort to ensure that the data contained in this report is accurate. However, please note that the accuracy of the data is subject to verification and confirmation with the City's service provider. Some data has been rounded for reporting purposes.

1. TOTAL PARKING SPACES MANAGED



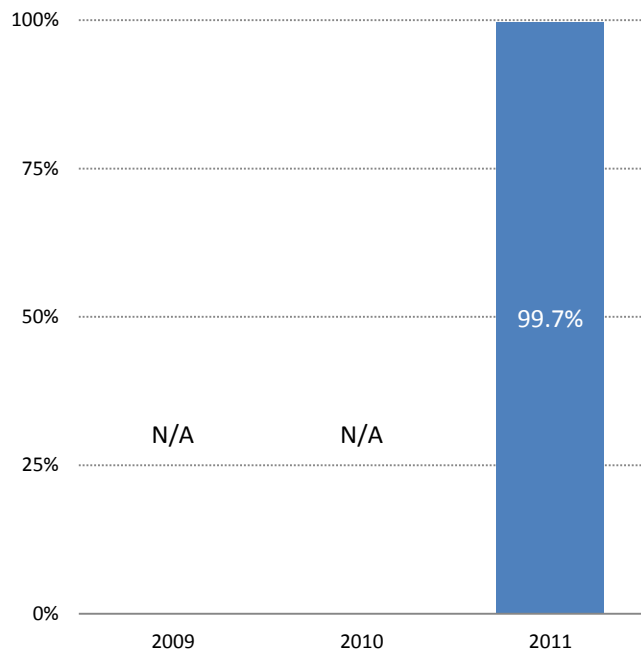
ANALYSIS

As of December 31, 2011, the Branch managed 3,938 paid on-street parking spaces and 2,814 paid off-street parking spaces, for a total of 6,752 paid parking spaces.

The decrease in on-street spaces is due to the net loss of 45 on-street paid spaces (see details on page 20) as a result of the Laurier Ave. Segregated Bike Lane Pilot Project. 35 spaces were removed from the Constellation area in 2009, which was not reflected in 2010 but has been captured for 2011. 16 spaces were removed in various locations due to minor traffic and parking regulation changes. 1 space was gained due to the Bank St. reconstruction project.

The decrease of 2 off-street spaces is a result of space reconfigurations in the 70 Clarence St. parking garage.

2. PARKING EQUIPMENT UPTIME



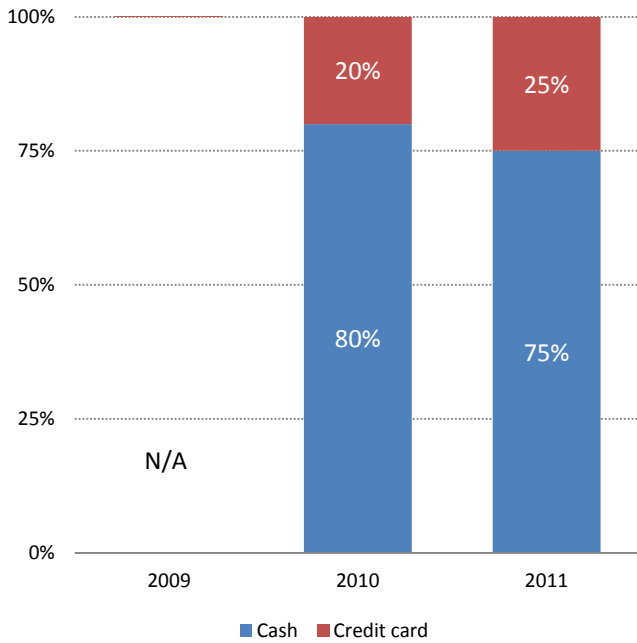
ANALYSIS

The City's service provider is obligated to ensure that the parking payment equipment functions properly 99.8% of total operating hours.

The Pay & Display machines were fully installed by the fall of 2010 and systems reporting functionality was developed part way into 2011. Based upon extrapolated data from part year results, the equipment uptime rate in 2011 is estimated at 99.7% of total operating hours. This result will be further reviewed with the service provider in 2012 to ensure full compliance with contractual service level requirements.

Since 2011 was the first full calendar year in which Pay & Display was active, comparable data is not available for 2009 or 2010.

3. PARKING TRANSACTIONS BY PAYMENT TYPE



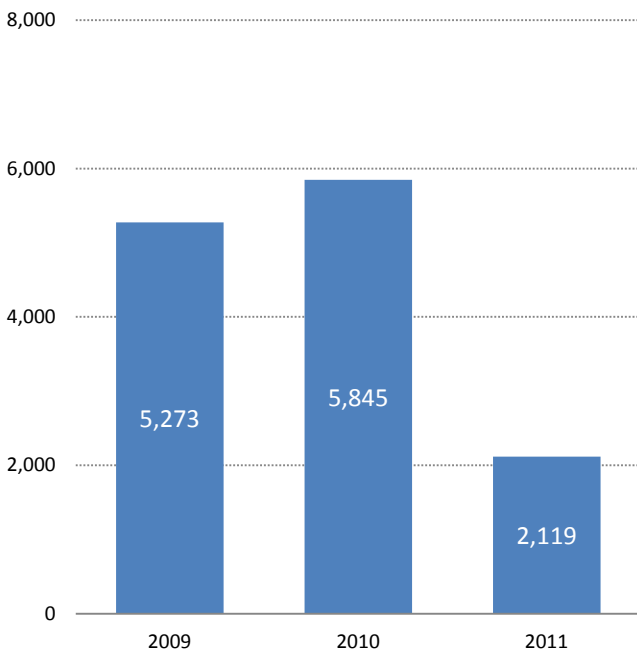
ANALYSIS

The introduction of Pay & Display technology gave customers the ability to pay for parking with a credit card in addition to cash (coins).

In 2011, the proportion of Pay & Display transactions conducted with a credit card expanded to 25%, up from 20% in 2010. This number translates to 37% when measured by revenue and the number of customers using credit cards is expected to continue to increase in 2012 and beyond.

Credit cards were not a payment option in 2009, therefore comparable data is not available.

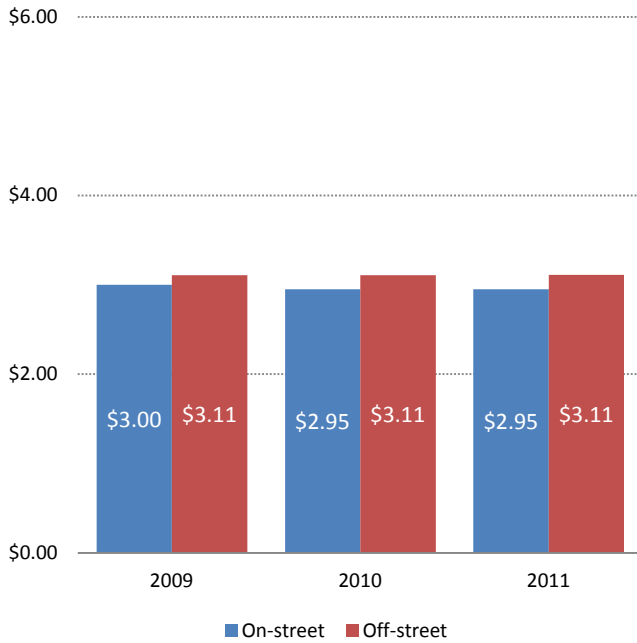
4. NUMBER OF 3-1-1 CALLS FOR PARKING EQUIPMENT



ANALYSIS

The number of 3-1-1 calls received related to parking equipment declined significantly in 2011 compared to the previous two years. The approximate 64% decrease was due primarily to the increased reliability of Pay & Display machines relative to the former parking meter technology.

5. AVERAGE HOURLY RATES

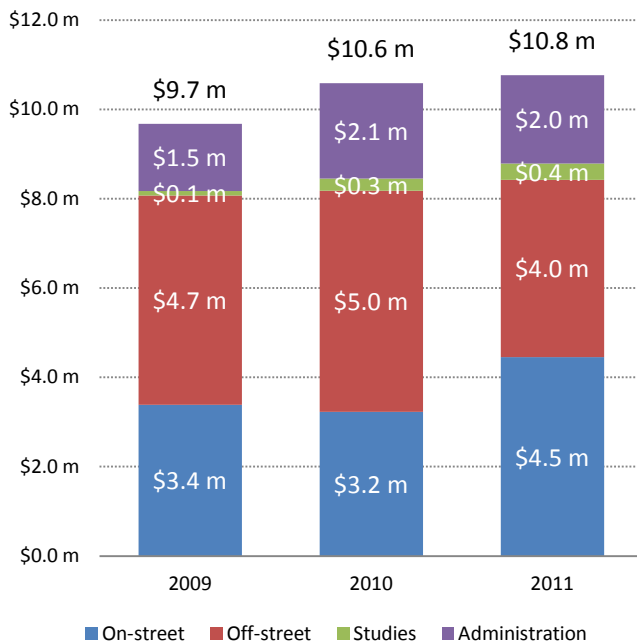


ANALYSIS

Average hourly on-street parking rates were \$2.95 in 2011, the same as 2010 and down slightly from \$3.00 in 2009. Note that hourly on-street parking rates are \$3.00 everywhere in the City except for Vanier, where hourly on-street rates are \$2.00.

Average hourly off-street parking rates were \$3.11 in 2011, the same as 2010 and 2009. Hourly off-street rates vary (see page 23 for a full rate schedule).

6. OPERATING EXPENSES



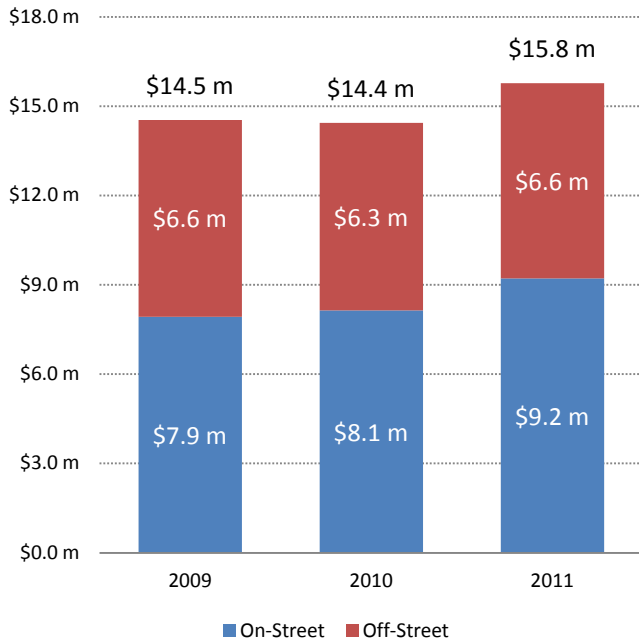
ANALYSIS

Total operating expenses in 2011 were \$10.8 million, 2% higher than the \$10.6 million in 2010. The increase was due mainly to an expected increase in on-street costs (\$4.5 million in 2011 compared to \$3.2 million in 2010), the result of the commencement of payments to the service provider of the Pay & Display technology resulting from final acceptance being achieved (see comments on page 13).

Off-street expenses decreased to \$4.0 million in 2011 from \$5.0 million in 2010 due to the installation of new off-street equipment in the 110 Laurier Ave. (City Hall), 70 Clarence St., and 141 Clarence St. parking garages, which will require operational expenses to commence in 2012 once final acceptance is achieved (see comments on page 13).

Expenses for studies and administration, \$0.4 million and \$2.0 million respectively, are similar to previous years.

7. REVENUE



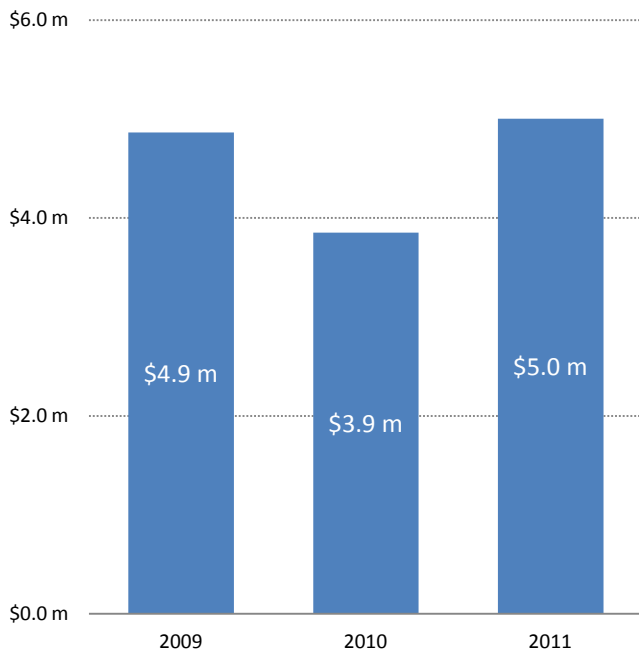
ANALYSIS

Total revenue in 2011 was \$15.8 million, an increase of approximately 10% over 2010 (\$14.4 million).

On-street revenues were \$9.2 million, a 13% increase from the \$8.1 million in revenues collected in 2010 (see comments on page 13).

Off-street revenues were \$6.6 million, a 4% increase from the \$6.3 million in revenues collected in 2010.

8. AMOUNT CONTRIBUTED TO PARKING RESERVE FUND

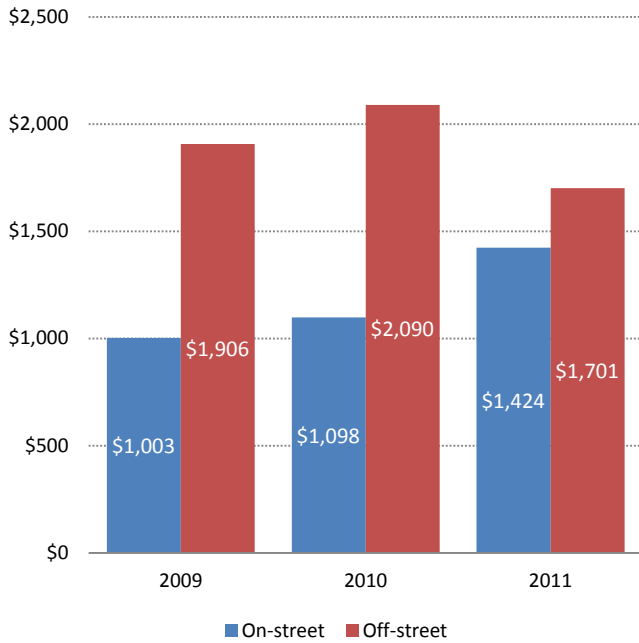


ANALYSIS

A total of \$5.0 million was contributed to the Parking Reserve Fund (PRF) in 2011.

The contribution consists of the difference between revenues and expenses. Recognizing that the Municipal Parking Program is financially self-sustaining, the annual amount transferred to the PRF is planned for and contributes to the lifecycle and depreciation costs of existing parking infrastructure (on and off street), future replacement of parking assets, and funding for future capital initiatives.

9. AVERAGE EXPENSE PER SPACE



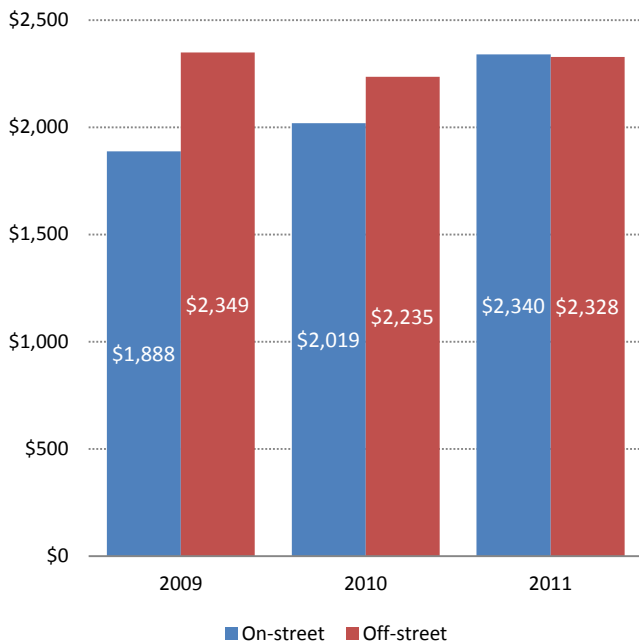
ANALYSIS

The average expense per on-street space increased to \$1,424 in 2011 from \$1,098 in 2010 and \$1,003 in 2009. The increase was due to the commencement of payments to the service provider of the Pay & Display technology.

The average expense per off-street space decreased to \$1,701 in 2011 from \$2,090 in 2010 and \$1,906 in 2009. The decrease was due to the installation of new off-street equipment in the 110 Laurier Ave. (City Hall), 70 Clarence St., and 141 Clarence St. parking garages, which will require operational expenses to commence in 2012.

The higher per space expense for off-street compared to on-street is due to parking facility maintenance requirements and property taxes.

10. AVERAGE REVENUE PER SPACE



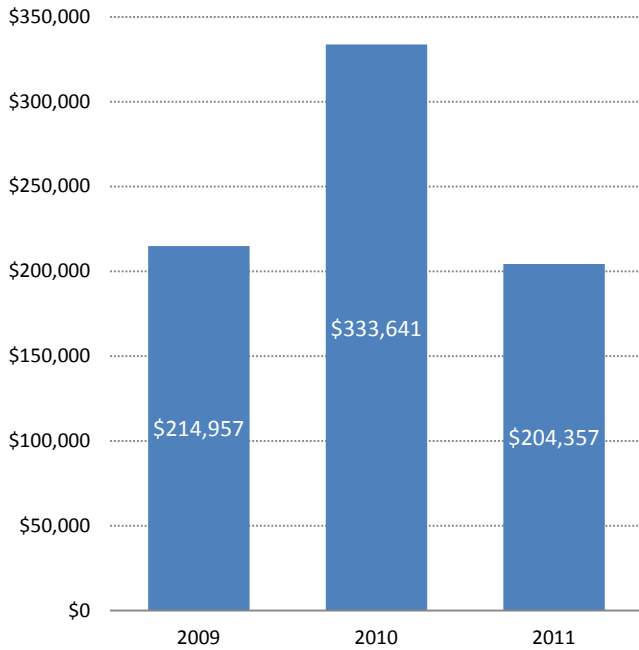
ANALYSIS

Average revenue per space increased in 2011 for both on and off-street spaces.

Average revenue per on-street space (\$2,340) increased by 16% compared to 2010 (\$2,019), and 23% compared to 2009 (\$1,888). The on-street revenue increase was expected due to the upgrade to Pay & Display technology.

Average revenue per off-street space (\$2,328) increased by 4% compared to 2010 (\$2,235), bringing it to a level very close to 2009 numbers.

11. SPENDING ON ALTERNATIVE MODES OF TRANSPORTATION

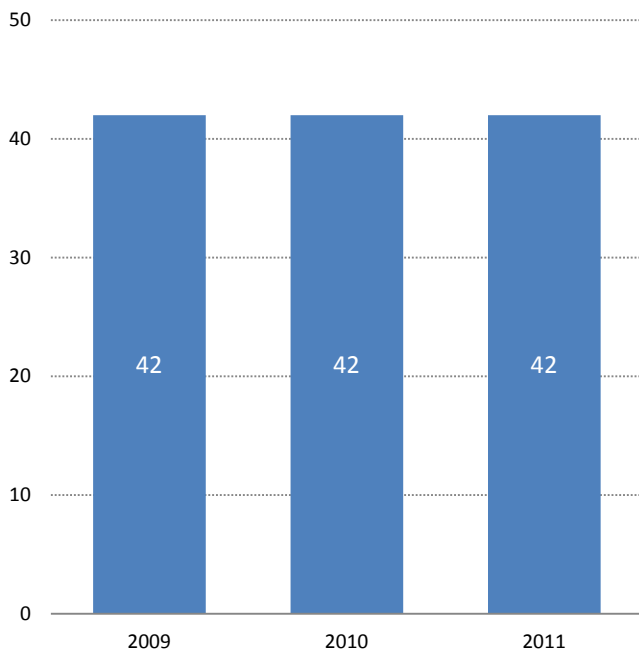


ANALYSIS

A total of \$204,357 was spent in 2011 on alternative modes of transportation. This includes funds to operate the dedicated motorcycle and scooter parking compound in the 70 Clarence St. parking garage. It also includes a \$204,000 transfer to the Planning and Growth Management Department in support of Transportation Demand Management initiatives and sustainable urban planning programs.

The 2009 and 2010 amounts have been adjusted to reflect that the \$204,000 transfer was also made in those years.

12. TOTAL BICYCLE PARKING SPACES IN OFF-STREET FACILITIES



ANALYSIS

Parking, Operations, Maintenance & Development provides 42 bicycle parking spaces in off-street facilities. They are located in 7 different parking lots across the City.



Temporary chalk artwork sketched in the surface parking lot at 301 Preston St. in September 2011.

PAID PARKING ADJUSTMENTS – 2011

A number of adjustments were made to paid parking areas in 2011. These include:

PARKING RATES & HOURS

- Weekend rates at the 110 Laurier Ave. (City Hall) parking facility were adjusted from \$1.25 for the first half hour and \$2.50 for each additional half hour to \$0.50 for the first half hour and \$0.50 for each additional half hour (same daily max of \$3.75 applies).
- Maximum duration of on-street parking on York St. between Sussex Dr. and ByWard Market Sq. was increased from 1 hour to 2 hours.
- Free Saturday on-street parking on Somerset St. in the Somerset Street Chinatown BIA was extended.

PARKING SPACE RECONFIGURATION & EXPANSION

- As a result of the Segregated Bike Lane project, 113 paid on-street spaces on Laurier Ave. were removed, while 68 paid and 67 unpaid on-street spaces were added to Nepean St. and Gloucester St. (net loss of 45 paid spaces but a net gain of 22 spaces to the total parking supply).

- 1 space added on Bank St. in the Glebe due to the reconstruction project.
- 16 spaces were removed in various locations due to minor traffic and parking regulation changes.
- 2 spaces lost in the 70 Clarence St. parking garage due to space reconfiguration.
- Additional accessible parking space added in the Parkdale Market parking lot (1 space).

FACILITY UPGRADES

- Complete new parking facility payment systems featuring new pay on foot machines and entry and exit terminals installed in the 70 Clarence St., 141 Clarence St., and 110 Laurier Ave. (City Hall) parking garages.
- Refurbishment of parking lot at 574 Bank St., including new asphalt surfacing, new curbs, and new landscaping.
- A new parking service provider was introduced to operate at the 110 Laurier Ave. (City Hall) parking facility.
- 9 new Kindness Meters were installed in the Downtown Rideau and ByWard Market BIA's.



A Pay & Display machine at Petrie Island.

PAID PARKING INVENTORY & RATE SCHEDULE

ON-STREET*		
Location	Number of parking spaces	Hourly Rate (weekday)
ByWard Market	565	\$3.00
Centretown (north of Somerset St.)	1,015	\$3.00
Centretown (south of Somerset St.)	760	\$3.00
Constellation area	115	\$3.00
Glebe	206	\$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	171	\$2.00
Wellington St. (War Museum)	120	\$3.00
TOTAL	3,938	

OFF-STREET*		
Location	Number of parking spaces	Hourly Rate (weekday)
210 Gloucester St.	212	\$2.50
70 Clarence St.	291	\$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	2,814	

GRAND TOTAL
(ON+OFF) 6,752

*As of December 31, 2011

MAP OF PAID PARKING LOCATIONS

