

Parking

Led by: Director of Mobility

Service Description

The Parking Service facilitates parking and innovative use of space including patios for businesses and communities to benefit Calgarians. This is achieved by providing paid and timed parking and loading, the enforcement of The City's parking policies and bylaws, administration of permitted parking, and space management for special events and seasonal activities. The mission is to contribute to vibrant, safe and accessible communities by managing and administering parking resources.

The Parking Service is self-supported and generates a revenue stream that allows for reinvestment in communities, business areas and other Council priorities.

Service Updates

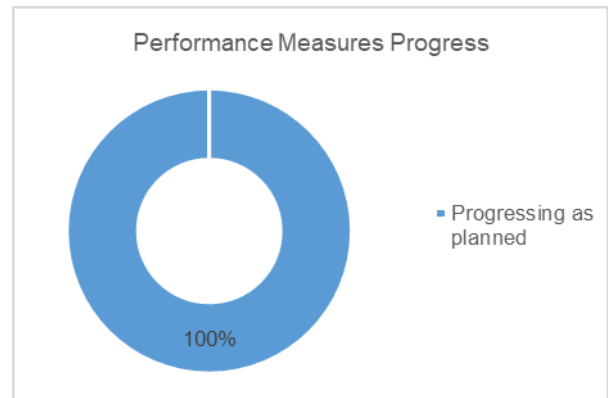
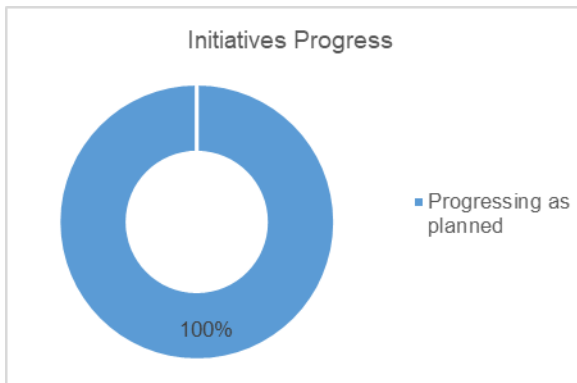
Key service results

Parking revenues are at 18 percent above the 2024 budgeted return and recovering strongly from the lows experienced during the pandemic. Rehabilitation work at Lots 25, 28, 36 and 60 continues with upgrading new light fixtures to LEDs, applying new traffic coating to reduce maintenance requirements, and replacing old heaters with new units which are more energy efficient. The budget for this work is \$21.5 million.

Security has significantly improved through wireless technology, while daily patrols ensure safety, reduced delays, and smoothen traffic flow. Enforcement efforts expanded to include issuing warnings related to the temporary signs bylaw (29M97), enforcing street-related bylaws, supporting operational programs like paving, and installing temporary signs to support enforcement. Our efforts play a crucial role in events such as Run Calgary, the Mayor's Expo, and community Town Halls.

Council has been engaged in an updated Parking Financial Policy draft which aims to improve financial sustainability and optimize revenue use. Additionally, initial solar panel deployment was completed at our Impound Lot, with plans to convert it to a net-zero facility.

Progress summary



Risk(s) impacting the progress

Cyber Security Breach
Supply Chain Issues Regarding Calgary Parking Procurement
Labour Disruption



Measuring Our Performance

Legend

— Actuals

■ Expected Future Performance

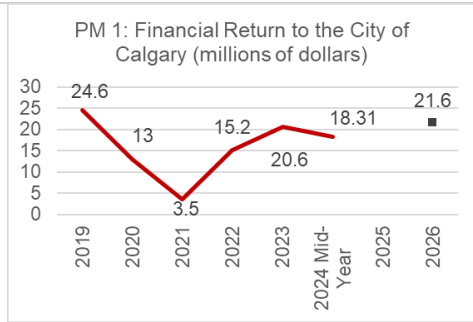
→ Progressing as planned

⊖ Not progressing as planned

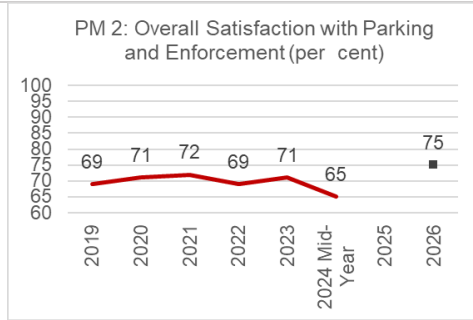
Performance Measures

Story behind the numbers

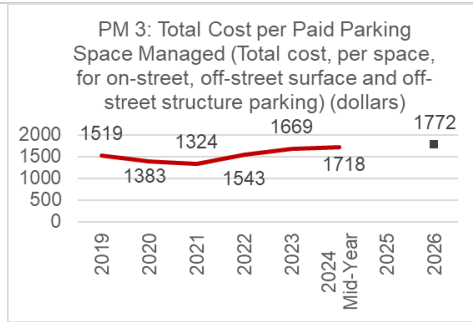
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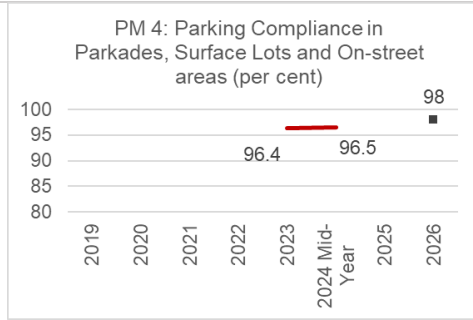
The estimated financial return to the City of Calgary in 2024 is based on the formula formerly used by the Calgary Parking Authority. This formula is currently under review to be improved and will likely change before the end of 2024. The returns, as calculated, are at 18 percent above the 2024 budgeted return and recovering strongly from the lows experienced during the pandemic.



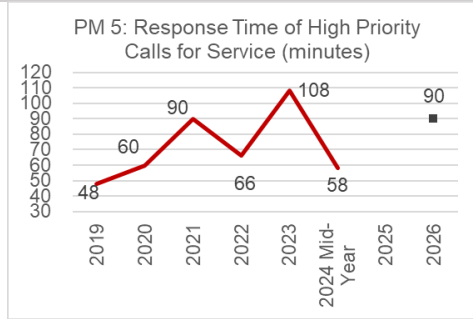
Parking and enforcement satisfaction fell to 65 per cent in 2024, reflecting an expected dip as Residential Parking Permit program moved from a subsidized to user fee funding model. Customers continue to rate The City's parking facilities, pricing, and overall experience higher than private competitors. New product offerings such as Flex Pass and seasonal promotions such as Summer Deals present a significant opportunity to see improved satisfaction levels over the next two years. Survey methods changed in 2022 so current and historic measures are not directly comparable.



The 2024 projected cost per stall has increased by 3 per cent over 2023 amounts primarily due to inflation (3 per cent) and costs that vary with demand such as credit card processing fees, towing expenses, utilities, repairs, and maintenance.



Overall compliance remains high with parkades at 97.8 per cent, surface lots at 95.9 per cent and on-street parking at 96.6 per cent and is expected to stay strong. As enforcement activities return to 2019 levels following the pandemic, we anticipate improved compliance across the network, such as fewer instances of parking in no-parking zones during rush hour. Additionally, our increased focus on enforcement in Residential Parking Permit areas will support the system after recent significant changes.



Efforts to improve response times for high-priority calls are actively ongoing, reflecting our commitment to enhancing service efficiency. Mid-year data for this metric is an estimate due to systems upgrades. These enhancements are expected to lead to better performance tracking and faster response times. High-priority calls include issues like obstructed driveways, road hazards, private property concerns, and service disruptions relating to water services.



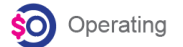


Progress on Service Delivery












PROGRESS STATUS



FUNDING TYPE



Initiative 1		Impact Area: City-wide	Funding Type:
Improve positive perception of the Parking Service by facilitating sponsorship and outreach programs where funding is allocated to groups or organizations that have mobility and transportation-related projects.			
UPDATE 	Calgary Parking has met with Business Improvement Areas (BIA) and Community Associations (CA) in 2024 to better assess needs, improve information flow and adjust processes. Engagement has led to a proposed new model for BIA/CA funding through the Parking Revenue Reinvestment Program, which will be presented to Council in July.		
Initiative 2		Impact Area: City-wide	Funding Type:
Deliver awareness of the ParkPlus System, the Traffic and Parking Bylaws to Calgarians by creating opportunities for Parking Safety & Compliance (PS&C) officers to engage with customers and Calgarians in the community.			
UPDATE 	Calgary Parking has expanded outreach efforts through the Mayor's Environment Expo and the 'Coffee with a Uniform' community program. Officers and technical staff have attended several open houses and Ward events to improve visibility and access.		
Initiative 3		Impact Area: City-wide	Funding Type:
Decrease operating costs by upgrading to more fuel efficient fleet vehicles.			
UPDATE 	Six electric vehicles have arrived with an additional 4 electric vehicles to arrive in July 2024 for use across the light fleet, providing savings and valuable data. Key learnings will inform the strategic expansion into other sections of Calgary Parking, supporting our commitment to sustainability and efficiency.		
Initiative 4		Impact Area: City-wide	Funding Type:
Reduce parkade operating costs by upgrading lighting and heating units.			
UPDATE 	Upgrade projects at four parkades, 25, 28, 36 and 60, are underway, with a budget of \$21.5 million. We aim to achieve 20-30% efficiency by upgrading outdated light fixtures to LEDs that are projected to last 5 years longer. Traffic coating that will be applied as part of the project should last 5-10 years and will reduce the annual maintenance budget by eliminating patching and fillings that occur annually. Furthermore, the older heating units are constantly leaking, requiring frequent service several times per year, while the new units are expected to last 3-5 years and have better efficiency		
Initiative 5		Impact Area: City-wide	Funding Type:
Increase revenue through the Flex Pass program and other new products.			
UPDATE 	Promotions in strategic locations continue and post-pandemic recovery is exceeding projections. \$15 daily rate parkade promotions were successful in the winter and have been discontinued (May 2024) after significant occupancy gains were made. \$10 promotions remain in use at surface lots with extra capacity to boost usage. This builds on the 2023 advertising campaign resulting in revenue rebounding faster than anticipated. Approximately 1,450 monthly customers are using Flex Pass program which operates at 8 downtown parking facilities, offering additional options to adapt to changing workstyles		

Initiative 6		Impact Area: City-wide	Funding Type: 
Allow for a better understanding of business recovery by developing Key Performance Indices (KPIs) focused on gross revenue and net revenue.			
UPDATE 	New financial policies have been developed and will be presented to Council in 2024 July. Pending approval, these policies will increase the parking revenue available to fund other Council priorities. Additionally, new key performance indicators are being reviewed for inclusion in future service plan updates.		
Initiative 7		Impact Area: City-wide	Funding Type: 
Maintain and operate safe facilities for customers, and increase efficiencies and reduce operational costs, by supporting the lifecycle and asset strategy, focusing on upgrading infrastructure (mechanical, electrical).			
UPDATE 	Significant upgrade projects are in progress at 4 parking facilities, lot 26 (307 – 1 Street S.E.), lot 28 (McDougall Parkade), lot 36 (City Hall Parkade) and lot 60 (Convention Centre Parkade), with a 2024 budget of \$37.1 million for structural improvements.		
Initiative 8		Impact Area: City-wide	Funding Type: 
Support and maintain the City's License Plate Recognition (LPR) enforcement capabilities by replacing aging technology, including mobile and/or vehicle License Plate Recognition equipment, and fixed facility-based License Plate Recognition equipment currently in use.			
UPDATE 	A supplier for a renewed contract for License Plate Recognition cameras and technology is being selected. This \$4.6 million contract will support the Park Plus system and improve reliability for the next 5 to 9 years.		
Initiative 9		Impact Area: City-wide	Funding Type: 
Enhance user experience, data security, operation stability, reduce technology maintenance cost, provide faster responses to stakeholder needs and the industry's changing requests, and add new features and flexibility to integrate with third party applications, by enabling, supporting, and automating Calgary Parking Authority (CPA) parking management operation to support the lifecycle management of software solutions.			
UPDATE 	Work on upgrading the ParkPlus software system continues with an anticipated launch of early 2025. This back-end upgrade will improve user experience, efficiency, capacity, and resiliency of the system.		
Initiative 10		Impact Area: City-wide	Funding Type: 
Increase the number of Electric Vehicle charging stations in City-owned parkades in the short-term, and assess utilization demand and increase capacity as we advance.			
UPDATE 	Design work with our consultant is underway which will include future charging needs and a level 3 pilot location. Charging and pricing models are being calculated to guide when pricing will be introduced at City-owned facilities.		
Initiative 11		Impact Area: City-wide	Funding Type: 

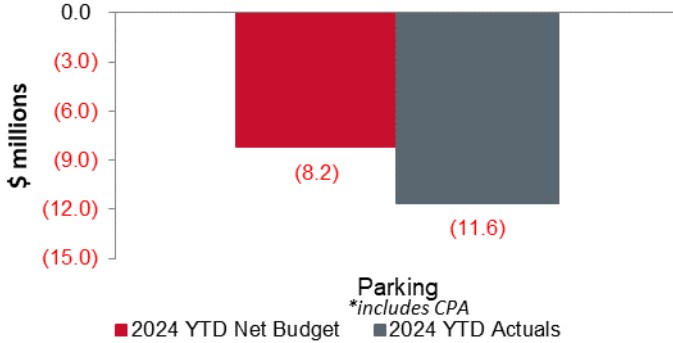
Install Electric Vehicle charging stations on-street by working with the Calgary Sustainability team to assess demand and feasibility.

UPDATE 	The initiative is currently under review.
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Service Updates on Financial Performance

Net Operating Budget and Actuals as of June 30, 2024



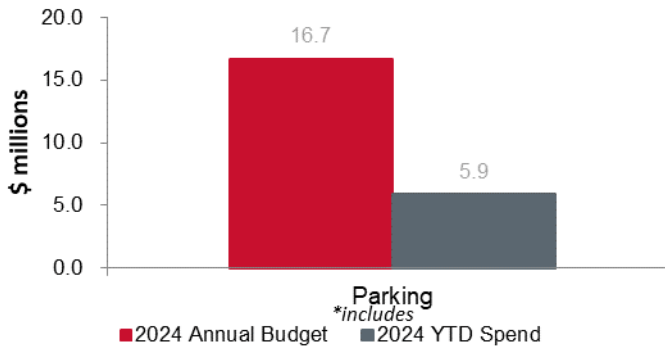
Operating Budget Updates - 2024 YTD net operating budget vs actuals:

As of June 2024, Calgary Parking net income is \$3.4M favorable.

Overall, Revenues had a favorable variance of \$2.0M. Parkades had a favorable variance of \$2.1M which was offset by \$0.9M unfavorable variance in Surface Lots and On-street. Impound Lot and Parking Safety and Compliance (PSC) had favorable variances of \$0.1M. Programs and promotions to meet the changing needs of Calgary's parking demand are continuously identified and implemented. Examples include temporary promotional pricing, Flex Passes, Market Permits, Residential Parking Permits.

Expenses overall were \$1.4M favorable, primarily due to timing on salary and wages, and a number of small unfavorable variances in contracted services, utilities, and amortization. Calgary Parking continues to identify opportunities to create operating efficiencies and differentiate from other parking options. Examples include capital projects to create long term efficiencies in lighting and heating parking facilities as well as increasing security to provide the safest parking experience.

Capital Budget and Spend as of June 30, 2024



Capital Budget Updates - 2024 total capital budget vs 2024 YTD spend:

As of June 2024, Calgary Parking has spent \$5.9M of the \$16.5M budgeted for 2024 resulting a current spend rate of 35 per cent. All major budgeted projects are in progress. Major work at Lot 25 (City Centre Parkade) is underway and Lots 28 (McDougall Parkade) and 26 (3701 1 Street S. E.) are being finalized for construction. Based on the work currently underway and the work scheduled for the second half of the year, Parking is projecting a spend rate of 100 per cent for 2024. Parking's capital budget is self-funded through contributions to its Capital Reserve Fund from a portion of parking operating income.