What We Heard
Residential Parking Program

ADVISE

City of Edmonton
Parks and Roads Services
edmonton.ca/residentialparkingprogram

SHARE YOUR VOICE
SHAPE OUR CITY

Edmonton

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INTRODUCTION: PROJECT OVERVIEW

Edmonton's Residential Parking Program manages busy street curbsides in residential neighbourhoods next to popular destinations like main streets, attractions and major institutions. The Residential Parking Program was established in 1978 and has not been updated in over 40 years. As part of the Curbside Management Strategy, the program will be updated to prioritize the growing and competing demands for the space. The Curbside Management Strategy contains seven actions the City must take to use curbsides more equitably among Edmontonians. Action 3 of the Strategy is to modernize the existing Residential Parking Program with an enhanced program that aligns with the goals of The City Plan.

Currently, over 4,800 annual parking permits are issued in 19 neighbourhoods where resident support of two-thirds majority was obtained. Parking demand and congestion are not evaluated in the application process. Eligible residents may obtain up to two annual household permits and additional permits for visitors at no cost. Parking restrictions vary per neighbourhood with some parking restrictions in place Monday through Friday, some on the weekends and others at all times. In addition, some parking restrictions allow resident parking only and some allow visitor parking for a set period of time. These inconsistencies have led to inequitable access and parking frustration for both residents and visitors. Area specific programs have never been reviewed for their effectiveness to support parking demand.

In April and May, 2023, the City of Edmonton gathered feedback from Edmontonians on their experiences with the Residential Parking Program. This feedback will be used, alongside industry best practices and road design standards, to develop an enhanced Residential Parking Program that balances parking availability for residents and access to neighbourhood amenities for visitors.

PUBLIC ENGAGEMENT APPROACH

The City of Edmonton's public engagement spectrum defines the public's level of influence in engagement processes. **The role of the public during this engagement was at the ADVISE level on the City of Edmonton's Public Engagement Spectrum** and the public was invited to share their feedback and perspectives on the Residential Parking Program. Visit edmonton.ca/publicengagement for more information on the City's public engagement process.



HOW WE ENGAGED

Online engagement opportunities were provided to broaden outreach and ensure a diversity of voices in the engagement process. An online survey and Engaged Edmonton web page were available from April 5 to May 2, 2023. The engagement was open to all Edmontonians, however, participants were asked whether they lived within an area with a program or visited an area in the past 12 months.

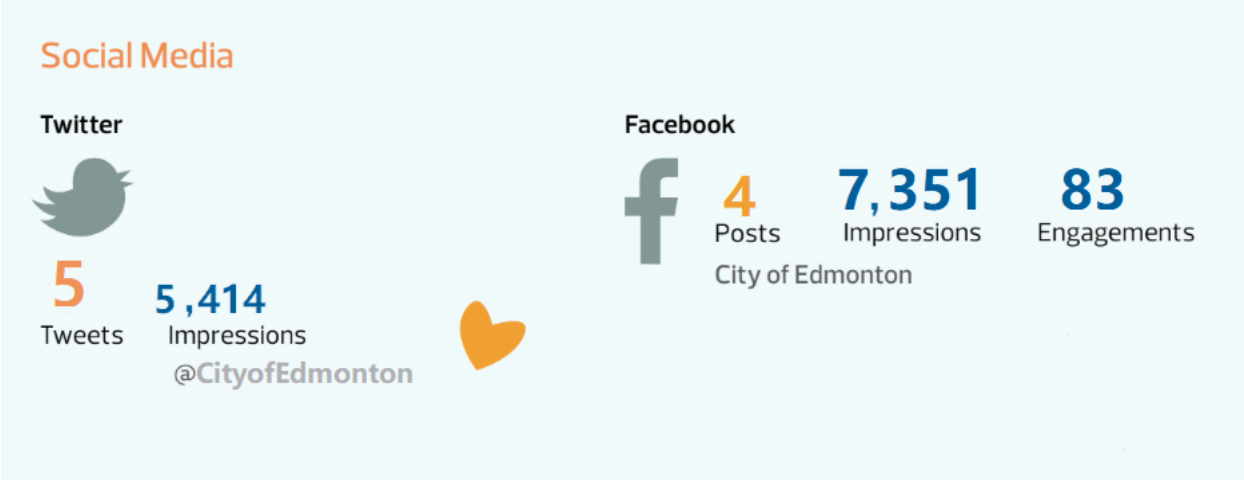
Information about how to engage was communicated through several tactics including:

- Survey was shared with the Edmonton Insight Community members who expressed interest in participating in March
- Postcard mailed to residents and businesses in 19 neighbourhoods affected by the redesign of the Residential Parking Program, with the webpage address and QR code linking to the survey
- Lawn signs strategically placed within the neighbourhoods
- Social media posts containing a illustrated graphic about the program and how to participate (City of Edmonton Facebook and Twitter)
- External stakeholders, including community leagues, were sent a direct email and invited to complete the survey
- Internal stakeholders including Neighbourhood Resource Coordinators were contacted via a targeted newsletter
- Dedicated project page on edmonton.ca with links to the survey and Engaged Edmonton web page

WHO WAS ENGAGED

The City of Edmonton gathered insights from the general public, including residents living in current program areas and visitors.

The online survey received over 2,689 responses and 3,600 people visited the Engaged Edmonton page and left 231 pins and comments on the Residential Parking Program map.



WHAT WE ASKED

The City of Edmonton invited feedback from all Edmontonians, including residents living in a Residential Parking Program area, visitors to a program area in the past 12 months and anyone else who was interested in sharing their perspectives on their experience with the Residential Parking Program. The City aimed to understand how to improve the program while balancing the needs of residents while providing curbside space for all Edmontonians.

The online survey asked questions about:

- Parking options for residents besides on-street parking
- Number of cars in each household
- Resident and visitor parking needs
- Accessibility
- Permit conditions
- Criteria for the current Residential Parking Program
- "Traffic generators" that may increase demand for on-street parking

The Engaged Edmonton page was an additional opportunity to provide feedback on the current Residential Parking Program and any desired area for future consideration.

WHAT WE HEARD

OPEN LINK SURVEY

Summary Highlights of Survey (April 2023)	
Survey Respondents:	2,689
Total Comments	1,378
Closed Questions (multiple-response)	
Top Traffic Generators: • LRT / Transit Station • Public / Private Schools • Post-secondary Institutions • Outdoor Sport Venue / Field • Major Event Venue	 • 27 % • 23% • 21% • 21% • 21%
Top reasons to park on streets restricted to residential parking? • Convenience (Close to sidewalk / door) • Cannot park in garage • More vehicles than spaces along my property • Flexibility with multiple vehicles arriving / departing (ie: not "boxing in" another vehicle)	 • 37 % • 36 % • 34 % • 33%
Top reasons to visit communities with residential parking restrictions? • Visit a business • Visit family / friends • Attend nearby events / festivals	 • 54 % • 47 % • 30 %
Open Ended Questions	
A total of 1,378 responses were gathered in open-ended questions seeking respondents' thoughts on the Residential Parking Program. A sentiment analysis was conducted to determine whether the feedback was positive, negative or neutral towards the program: • Positive • Negative • Neutral	 • 56.2 % (774 respondents) • 23.7 % (327 respondents) • 20.1 % (277 respondents)

- 2,689 people responded to the survey
- 1,363 comments about the program were received
- The highest number of responses were from the Garneau Residential Parking Program area
- The lowest number of responses were from Glengarry, Belvedere, and Boyle Street Residential Parking Program area

A high level summary of the survey results is provided below.

- 16% residents who parked on the street (490) indicated that they had no parking spaces at all on their property (e.g. no garage, driveway, parking pad or parking stall). Area residents who parked on the street also indicated that they use the program to park on the street for convenience, flexibility, because they can not park in their garage or they have more vehicles than available space on their property, or they have mobility challenges.
- Based on a sentiment analysis of the open-ended questions, 56% of all respondents (1,378) had a positive experience with the program, 24% had a negative experience and 20% provided general comments about the program.

The most frequently heard themes related to the program included:

- Proximity to "traffic generators" (e.g., post-secondary institutions, schools, hospitals, and major transportation routes/stations) is a critical factor impacting traffic in the neighbourhoods and increases the need for residential parking
- Impacts of increased visits to the neighbourhood (traffic, safety, crime, accidents, speeding, littering, noise and increasing park-and-ride)
- The desire for the program to extend to neighbouring areas that experience spill-over from neighbourhoods with a program
- Residents expressed the need for additional visitor passes to use for occasional parking needs
- Residents want regular patrolling in Residential Parking Program areas and increased enforcement for illegal parking
- Mature neighbourhoods with infill development and close proximity to businesses have limited availability of on-street parking
- Differing perspectives on the necessity and effectiveness of the program

Other insights from the online survey are listed below.

- 80% of respondents indicated that they live in single detached homes, while 19% indicated they live in apartments, condos, multiplexes or row houses.
- A majority of all respondents (79.5%) can easily find parking in a program area

- Residents park on the street for convenience and because they have more cars than available space on their property. 20% of respondents indicated that their household has three or more vehicles, while 52% said they park at least one vehicle on the street.
- Visitors to a program area come to visit family and friends, and to frequent businesses
- Residents want an easier process for permit application and their occasional parking needs

Data from the online survey was analyzed according to the 19 program areas. Resident and visitor data was analyzed separately according to each program area. The key findings for each program area are summarized below.

Belgravia (Number of Responses = 127)	
Respondents who live in Belgravia	57
Respondents who have visited Belgravia in the last 12 months	70
Main traffic generators (landmarks) that increase parking demands in Belgravia	• LRT or transit station • Post-secondary institutions • Hospital
Comments heard most frequently	• Allow visitor parking permits in Belgravia • Proximity to hospital, big institutions and major transportation routes contribute to the need for the parking program

	Residents living in the program area	**Visitors parking in the program area in the last 12 months**
Able to find on-street parking in Belgravia (last 12 months)	89.5%	81.4%
Reasons for parking on the street or for coming to the program area	• More vehicles than available space on the property	• Visit family/friends • Visit a business

Belvedere (Number of Responses = 11)

Respondents who live in Belvedere	8
Respondents who have visited Belvedere in the last 12 months	3
Main traffic generators (landmarks) that increase parking demands in Belvedere	• Public or private schools • Indoor sport venue • Outdoor sport venue or field
Comments heard most frequently	• Increase enforcement and ticketing

	Residents living in the program area	Visitors parking in the program area in the last 12 months
Able to find on-street parking in Belvedere (last 12 months)	62.5%	100%
Reasons for parking on the street or for coming to the program area	• Mobility challenges • Service and delivery cars	• Visit a business • Visit family/friends

Boyle Street (Number of Responses = 15)	
Respondents who live in Boyle Street	3
Respondents who have visited Boyle Street in the last 12 months	12
Main traffic generators (landmarks) that increase parking demands in Boyle Street	• Outdoor sport venue or field • Major events venue
Comments heard most frequently	• Limited available on-street parking

	Residents living in the program area	Visitors parking in the program area in the last 12 months
Able to find on-street parking in Boyle Street (last 12 months)	66.7%	83.3%

Reasons for parking on the street or for coming to the program area	• Having more vehicles than available space on the property	• Visit a business • Visit family/friends • Attend nearby events/festivals • To work or visit a jobsite

Central McDougall (Number of Responses = 26)	
Respondents who live in Central McDougall	5
Respondents who have visited Central McDougall in the last 12 months	21
Main traffic generators (landmarks) that increase parking demands in Central McDougall	• LRT or transit station • Post-secondary institution • Hospital
Comments heard most frequently	• Higher density increases demand for on-street parking • Simplify the process for obtaining a parking permit for residents and visitors

	Residents living in the program area	**Visitors parking in the program area in the last 12 months**
Able to find on–street parking in Central McDougall (last 12 months)	80%	81%
Reasons for parking on the street or for coming to the program area	• Convenience • Mobility challenges	• Visit a business • Visit family/friends

Century Park (Number of Responses = 46)	
Respondents who live in Century Park	25
Respondents who have visited Century Park in the last 12 months	21

Main traffic generators (landmarks) that increase parking demands in Century Park	• LRT or transit station • Outdoor sport venue or field
Comments heard most frequently	• Process for obtaining a parking permit for residents and visitors is too slow • Increased traffic in the neighbourhood impacts, safety (crime, speeding, littering), noise and illegal parking

	Residents living in the program area	Visitors parking in the program area in the last 12 months
Able to find on-street parking in Century Park (last 12 months)	100%	90.5%
Reasons for parking on the street or for coming to the program area	• Flexibility with multiple vehicles arriving/departing the property • Having more vehicles than available space on the property	• Visit a business • Visit family/friends • Attend nearby events/festivals

Commonwealth Stadium (Number of Responses = 227)	
Respondents who live in Commonwealth Stadium program area	153
Respondents who have visited Commonwealth Stadium program area in the last 12 months	74
Main traffic generators (landmarks) that increase parking demands in Commonwealth Stadium program area	• Major event venue • Outdoor sport venue or field • LRT or transit station
Comments heard most frequently	• Stadium events, proximity to LRT and hospital contribute to the need for the parking program • More flexibility in submitting applications and permit renewal

	Residents living in the program area	Visitors parking in the program area in the last 12 months
Able to find on-street parking in Commonwealth Stadium (last 12 months)	69.3%	77%
Reasons for parking on the street or for coming to the program area	• Cannot park in the garage • Convenience	• Attend nearby events/festivals • Visit family/friends • Visit a business

Garneau (Number of Responses = 294)	
Respondents who live in Garneau	60
Respondents who have visited Garneau in the last 12 months	234
Main traffic generators (landmarks) that increase parking demands in Garneau	• Post-secondary institutions • LRT or transit station • Hospital
Comments heard most frequently	• Need for additional visitor parking permits and more flexibility • Lack of parking for those who do not reside in a single detached home

	Residents living in the program area	Visitors parking in the program area in the last 12 months
Able to find on-street parking in Garneau (last 12 months)	63.3%	81.6%
Reasons for parking on the street or for coming to the program area	• Accommodate visitors, friends and service cars • Convenience (e.g. close to the sidewalk or door)	• Visit family/friends • Visit a business • Attend nearby events/festivals

Glengarry (Number of Responses = 6)	
Respondents who live in Glengarry	6
Respondents who have visited Glengarry in the last 12 months	4

Main traffic generators (landmarks) that increase parking demands in Glengarry	• Public or private schools • Outdoor sport venue
Comments heard most frequently	• Residents should use private parking spaces on their property • School end time increases on-street parking demand

	Residents living in the program area	Visitors parking in the program area in the last 12 months
Able to find on-street parking in Glengarry (last 12 months)	100%	50%
Reasons for parking on the street or for coming to the program area	• Cannot park in the garage	• Visit family/friends • Visit a business

Groat Estates (Number of Responses = 117)	
Respondents who live in Groat Estates	68
Respondents who have visited Groat Estates in the last 12 months	49
Main traffic generators (landmarks) that increase parking demands in Groat Estates	• Business district on 124 street • Major event venue
Comments heard most frequently	• More flexibility in obtaining visitor parking permits • Limited parking for businesses increases demand for residential street parking

	Residents living in the program area	Visitors parking in the program area in the last 12 months

Able to find on-street parking in Groat Estates (last 12 months)	82.3%	77.5%
Reasons for parking on the street or for coming to the program area	• Flexibility with multiple vehicles arriving/departing the property • Convenience • Cannot park in the garage	• Visit a business • Visit family/friends • Attend nearby events/festivals

McKernan (Number of Responses = 134)	
Respondents who live in McKernan	60
Respondents who have visited McKernan in the last 12 months	74
Main traffic generators (landmarks) that increase parking demands in McKernan	• Post-secondary institutions • Hospital • LRT or transit station
Comments heard most frequently	• Need for additional visitor parking permits and more flexibility • Parking impacted during K-Days and when Concordia is in session • Increase enforcement and ticketing • Prompt action by enforcement is needed for violators

	Residents living in the program area	**Visitors parking in the program area in the last 12 months**

Able to find on-street parking in McKernan (last 12 months)	78.3%	82.4%
Reasons for parking on the street or for coming to the program area	• More vehicles than available space on the property • Convenience • Cannot park in the garage	• Visit family/friends • Visit a business • Visit nearby hospital

NAIT (Number of Responses = 78)	
Respondents who live in NAIT program area	46
Respondents who have visited NAIT program area in the last 12 months	32
Main traffic generators (landmarks) that increase parking demands in NAIT program area	• Post secondary institution • LRT or transit station • Hospital • Public or private schools
Comments heard most frequently	• Proximity to post secondary institution increases demand for on-street parking • Necessity/need of the program so residents can utilize on-street parking • Too restrictive and inconvenient for visitors

	Residents living in the program area	**Visitors parking in the program area in the last 12 months**
Able to find on-street parking in NAIT program area (last 12 months)	71.7%	87.5%
Reasons for parking on the street or for coming to the program area	• Convenience • Cannot park in the garage • Mobility challenges	• Visit a business • Visit nearby hospital • To work or visit a jobsite

Northlands (Number of Responses = 120)	
Respondents who live in Northlands program area	74
Respondents who have visited Northlands program area in the last 12 months	46
Main traffic generators (landmarks) that increase parking demands in Northlands program area	• Major event venue • Post-secondary institution • Outdoor sport venue or field
Comments heard most frequently	• More flexibility in obtaining visitor parking permits • Proximity to Commonwealth Stadium, Concordia and the Expo Centre increase demands for on-street parking

	Residents living in the program area	Visitors parking in the program area in the last 12 months
Able to find on-street parking in Northlands program area (last 12 months)	74.3%	69.6%
Reasons for parking on the street or for coming to the program area	• More vehicles than available space on the property • Cannot park in the garage	• Visit family/friends • Access park space/river valley access • Visit a business

Oliver (Number of Responses = 173)	
Respondents who live in Oliver	79
Respondents who have visited Oliver in the last 12 months	89
Main traffic generators (landmarks) that increase parking demands in Oliver	• River valley access • High-rise rentals • Downtown business core access • LRT or transit station
Comments heard most frequently	• Proximity to downtown increases demand for on-street parking

	• More flexibility in obtaining visitor parking permits

	Residents living in the program area	Visitors parking in the program area in the last 12 months
Able to find on-street parking in Oliver (last 12 months)	55.7%	75.2%
Reasons for parking on the street or for coming to the program area	• No parking space • More vehicles than spaces	• Visit family/friends • Visit a business

Parkallen (Number of Responses = 79)	
Respondents who live in Parkallen	63
Respondents who have visited Parkallen in the last 12 months	16
Main traffic generators (landmarks) that increase parking demands in Parkallen	• LRT or transit station • Public or private schools • Outdoor sport venue or field • Post-secondary institution
Comments heard most frequently	• More flexibility in obtaining visitor parking permits • Inconvenience of obtaining temporary parking permits • Proximity to LRT increases demand for on-street parking

	Residents living in the program area	Visitors parking in the program area in the last 12 months
Able to find on-street parking in Parkallen (last 12 months)	88.9%	68.7%
Reasons for parking on the street or for coming to the program area	• Convenience • Cannot park in the garage	• Visit family/friends • Visit a business

Rossdale (Number of Responses = 25)	
Respondents who live in Rossdale	10
Respondents who have visited Rossdale in the last 12 months	15
Main traffic generators (landmarks) that increase parking demands in Rossdale	• Major event venue • River valley walking trails
Comments heard most frequently	• Increase in enforcement and ticketing

	Residents living in the program area	Visitors parking in the program area in the last 12 months
Able to find on-street parking in Rossdale (last 12 months)	80%	86.7%
Reasons for parking on the street or for coming to the program area	• Convenience • Cannot park in the garage	• Visit family/friends • Attend nearby events/festivals

Royal Gardens (Number of Responses = 28)	
Respondents who live in Royal Gardens	20
Respondents who have visited Royal Gardens in the last 12 months	8
Main traffic generators (landmarks) that increase parking demands in Royal Gardens	• Public or private schools • Outdoor sport venue or field
Comments heard most frequently	• More flexibility in obtaining visitor parking permits

	• Increase enforcement and ticketing

	Residents living in the program area	Visitors parking in the program area in the last 12 months
Able to find on-street parking in Royal Gardens (last 12 months)	90%	87.5%
Reasons for parking on the street or for coming to the program area	• Convenience • Flexibility with multiple vehicles arriving/departing the property	• Visit family/friends • Visit a business • Access park space/river valley access

South Belgravia (Number of Responses = 22)	
Respondents who live in South Belgravia	15
Respondents who have visited South Belgravia in the last 12 months	7
Main traffic generators (landmarks) that increase parking demands in South Belgravia	• LRT or transit station • Post-secondary institutions
Comments heard most frequently	• Need for additional visitor parking permits, more flexibility and multi day option • Not in support of a fee system • Increase enforcement and ticketing

	Residents living in the program area	Visitors parking in the program area in the last 12 months
Able to find on-street parking in South Belgravia (last 12 months)	100%	85.7%
Reasons for parking on the street or for coming to the program area	• More vehicles than available space on the property	• Visit family/friends • Visit a business

Southgate (Number of Responses = 111)	
Respondents who live in Southgate program area	66
Respondents who have visited Southgate program area in the last 12 months	45
Main traffic generators (landmarks) that increase parking demands in Southgate program area	• LRT or transit station • Public or private school • Post-secondary institution
Comments heard most frequently	• More flexibility in obtaining visitor parking permits • Increase in enforcement and ticketing

	Residents living in the program area	Visitors parking in the program area in the last 12 months
Able to find on-street parking in Southgate program area (last 12 months)	87.9%	88.9%
Reasons for parking on the on-street or for coming to the program area	• Convenience • More vehicles than available space on the property • Cannot park in the garage	• Visit family/friends • Visit a business • Access park space/river valley access

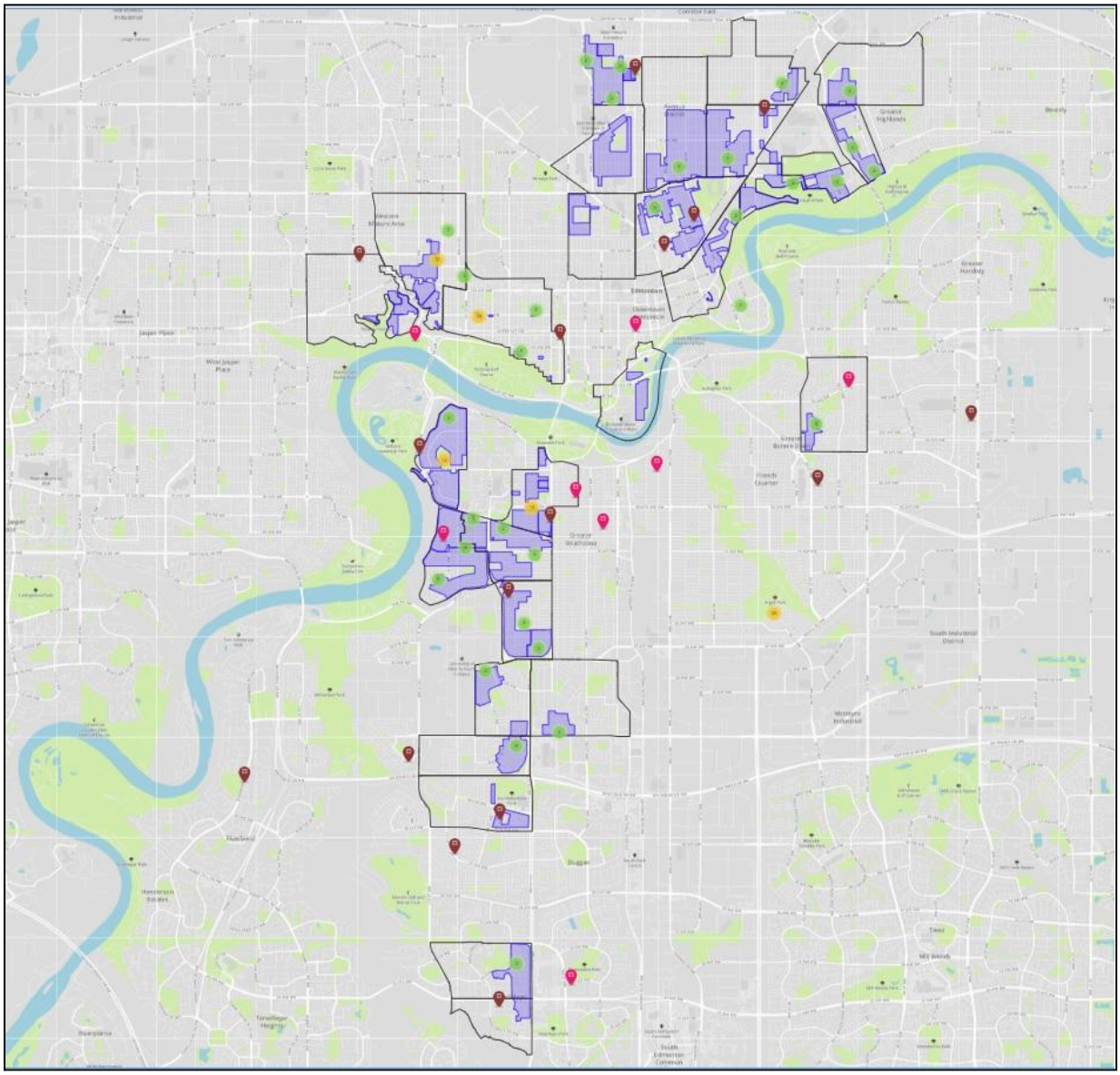
Windsor Park (Number of Responses = 187)	
Respondents who live in Windsor Park	143
Respondents who have visited Windsor Park in the last 12 months	44
Main traffic generators (landmarks) that increase parking demands in Windsor Park	• Post-secondary institution • Hospital • Major event venue
Comments heard most frequently	• Proximity to University and the hospital increases demand for parking • Increase enforcement and ticketing • Prompt action by enforcement is needed for

	violators

	Residents living in the program area	Visitors parking in the program area in the last 12 months
Able to find on-street parking in Windsor Park (last 12 months)	87.4%	81.8%
Reasons for parking on the street or for coming to the program area	• Flexibility with multiple vehicles arriving/departing the property • More vehicles than available space on the property	• Visit family/friends • Visit a business

ENGAGED EDMONTON

The "Places" tool on the Engaged Edmonton page allowed the public to provide location specific feedback by placing pins on the map and adding additional comments. Pin placement covered most of the 19 Residential Parking Program areas, although there were 42 pins that were placed outside of the program areas.

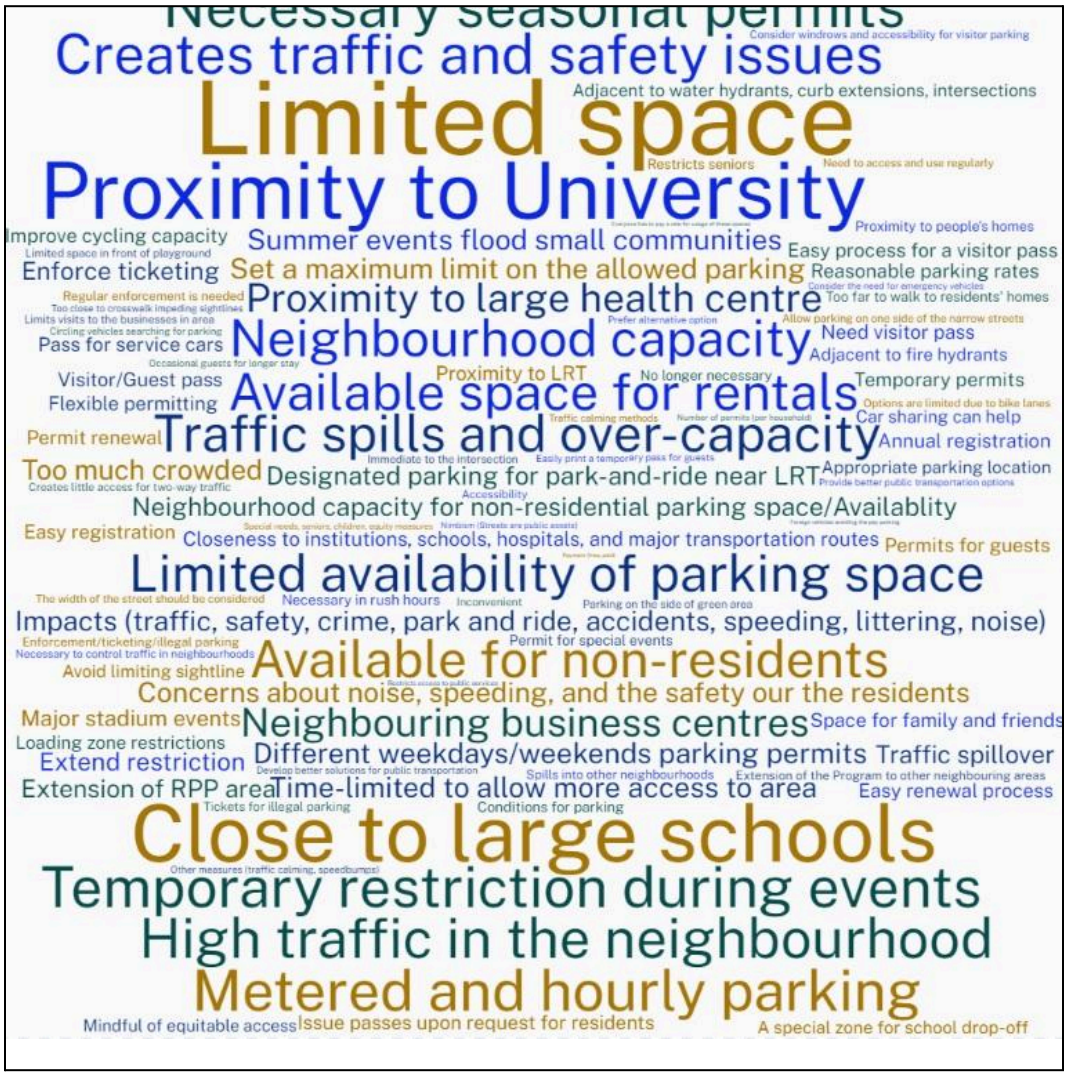


In total there were 231 pins (and corresponding comments) placed on the map tool by 189 participants. Comments were categorized and assigned weights to create a word cloud that visually represents the frequency of each comment.

There were two pin categories for people to choose from when placing map pins: current residential parking and desired residential parking. 178 current residential parking pins were placed on the map while 39 desired residential parking pins were placed.

The table below breaks down the number of pins placed by residents, visitors and those that were neither a resident nor a visitor to a program area.

Diversity of participants	Number of pins
Live in the neighbourhood	204
In the past 12 months, visited the neighbourhood	10
Neither a resident nor a visitor to the program area	3

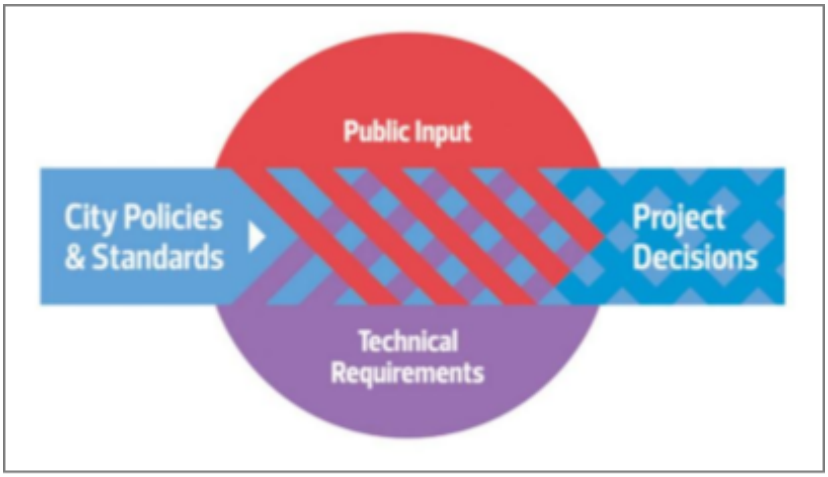


GBA+ SPOTLIGHT

The City of Edmonton has adopted a Gender-Based Analysis Plus (GBA+) process to consider more equitable access to programs and services. The table below shows the diversity of survey respondents.

GBA+ table of survey respondents	N=2,689[1]
Identity	
65 years old and above	35%
Have mobility challenges	16%
Use strollers for young children	8%
Racialized / visible minority	7%
Persons with disabilities	11%
Indigenous	3%
New to Canada	2%
LGBTQ+	8%
Other	3%
None	27%
Prefer not to answer	11%

DECISION-MAKING



Decision-making process

[1] Demographic questions are optional and non-exclusionary with multiple choice answers. As a result, the total might not add up to 100%.

The City of Edmonton will use the collected feedback from residents, visitors, and stakeholders on their experiences using the Residential Parking Program and how it's currently designed. We have used the feedback to inform improvements to the new program.

Visit the Curbside Management Strategy page for more information and to stay up-to-date on this project.