



Residential Pay By Phone Program

**Pilot Program Update and Evaluation
January 2019**

BACKGROUND & EVALUATION

- Pilot program approved in November 2016 and expires March 1, 2019
- Update on pilot program evaluation in preparation for February City Council Public Hearing on continuation of program
- Staff recommendation based on evaluation of:
 - **Community feedback:** feedback form, emails, and comments
 - **Parking usage:** occupancy survey data in and around the program area
 - **Enforcement:** data and feedback from Parking Enforcement Officers



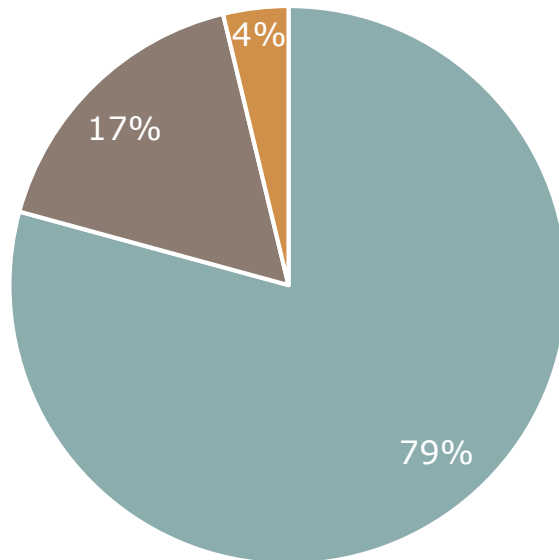
Many visitors choose to park on the residential streets because they are free



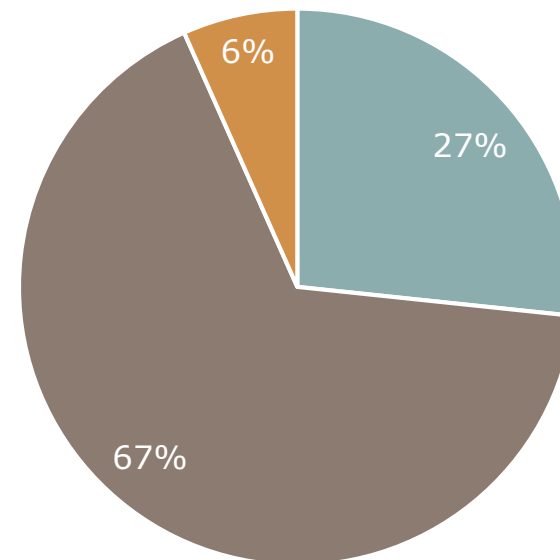
Once non-residents have to pay to park, many will park in the garage or metered blocks instead.

How do you feel parking availability has changed on your street since residential pay by phone parking was implemented?

Residents of blocks with residential pay by phone parking

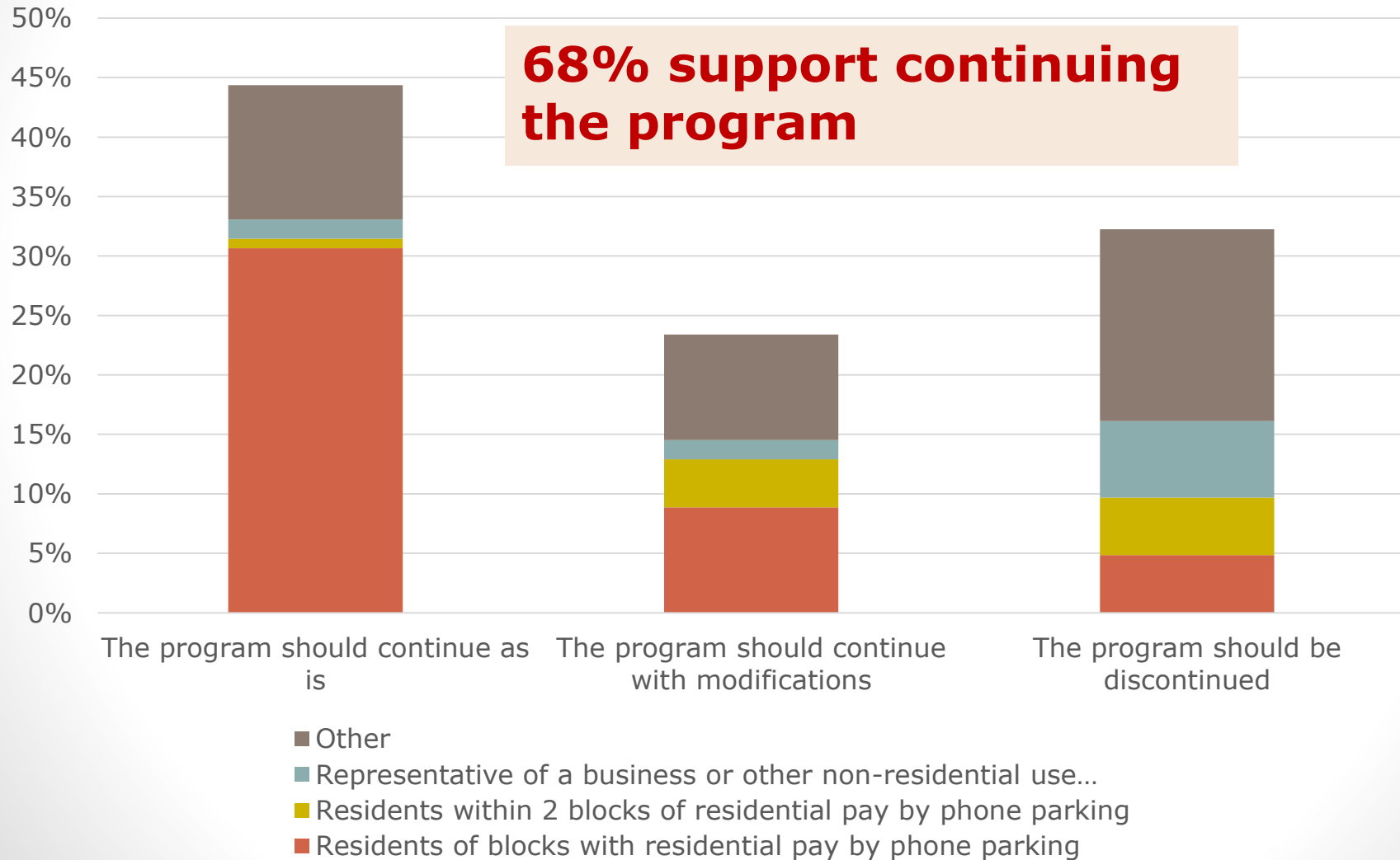


Residents of blocks within 2 blocks of residential pay by phone parking



- Parking is more available
- Parking availability has not changed
- Parking is less available

When the pilot program term has expired, how should the program continue?



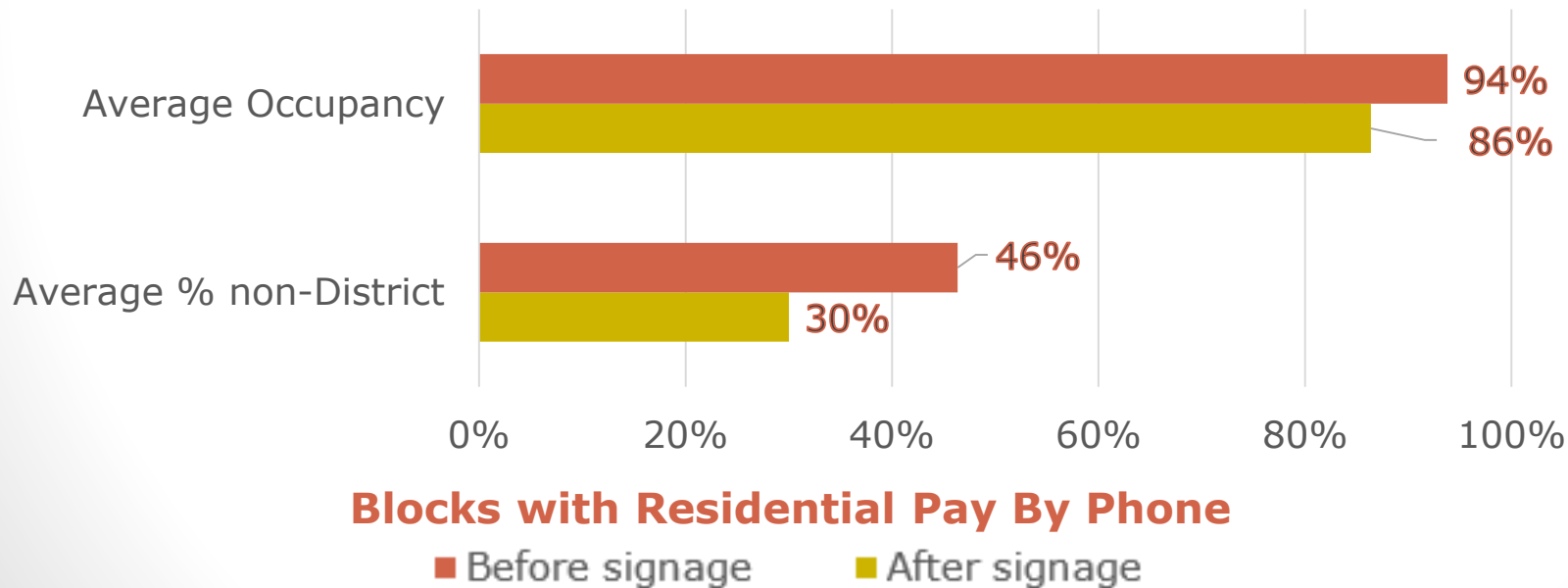
Other Feedback

- Most respondents do not want meters installed on blocks in the program.
- Most respondents do not want the program boundary to be expanded to other areas adjacent to metered blocks.
- Respondents were generally supportive of the existing process for initiating the program on new blocks.

Parking Occupancy

RESULTS:

- Slight reduction in occupancy
- Larger reduction in number of non-resident vehicles
- Little change to adjacent blocks



Enforcement

- **Twice** as many citations (on average) with Residential Pay by Phone
 - Between November 2017 and September 2018 per month
- Not easier or harder to enforce

Summary

- Most residents who live on blocks with residential pay by phone are generally supportive of the program.
- Most residents in the program area expressed they did not want meters installed on blocks in the program.
- There were concerns about people not understanding how to
 - Pay for parking
 - Acquire guest passes
 - Use phones (or not wanting to use phones)
- Overall parking occupancy has not changed dramatically
 - But percent of non-resident parkers has decreased
- More parking citations (on average) on blocks with Residential Pay by Phone
 - Better enforcement

Next steps

- Staff recommendations:
 - Continue program
 - Expand to other areas
 - Maintain same petition process
 - Continue to work on guest permit process
 - Allow for flexibility for institutional uses
 - Increase parking program communications
- T&PB Public Hearing – January 28, 2019
- City Council Public Hearing – February 16, 2019