

RESIDENTIAL PAY BY PHONE PROGRAM

Pilot Program Update and Evaluation

T&PB - November 26, 2018

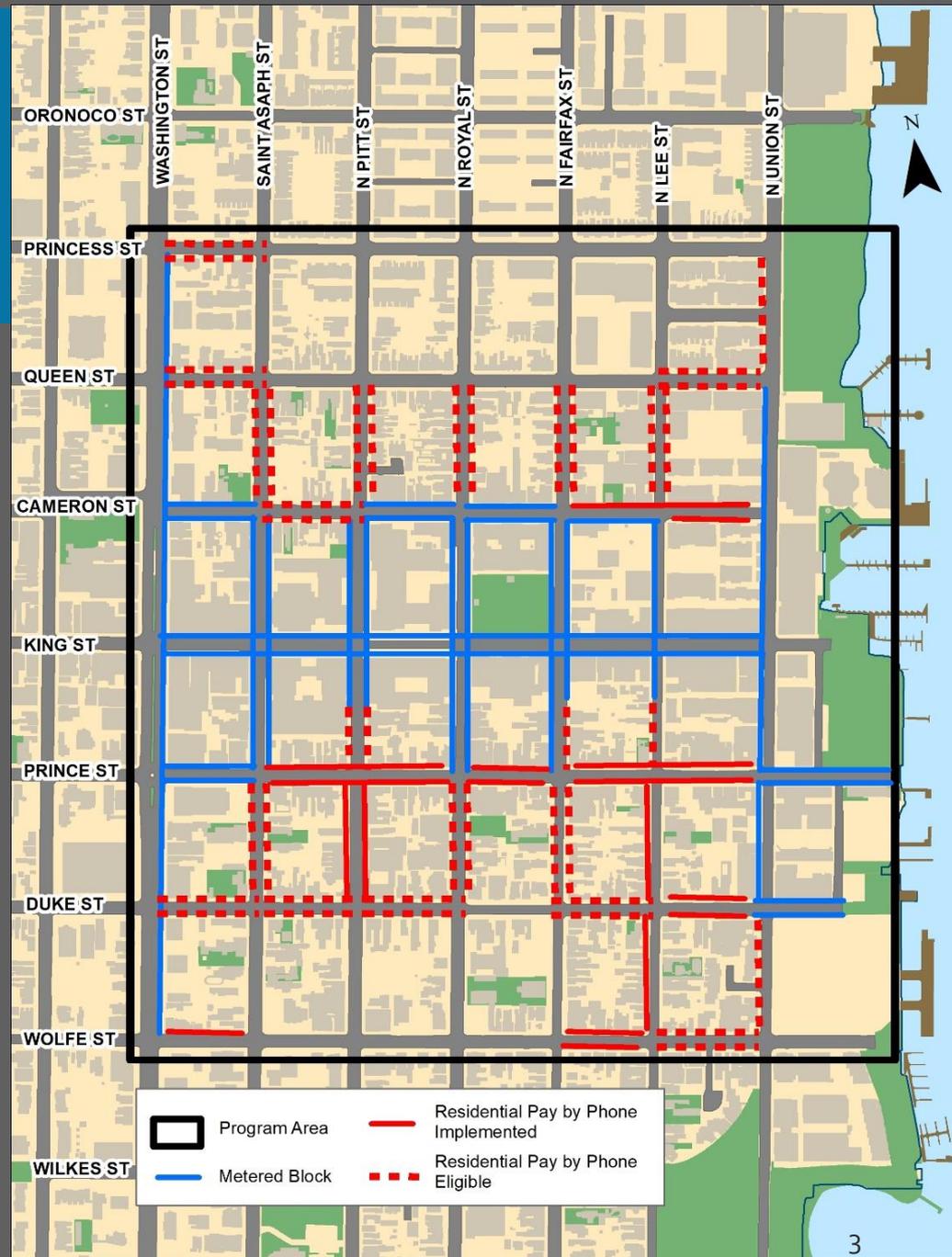
BACKGROUND & GOAL

- Pilot program approved in November 2016 and expires March 1, 2019
- Authorized through City Code Section 5-8-84
- **Program Goal:** *To provide adequate on-street parking for residents by encouraging non-residential parkers to park in metered spaces or garages by eliminating "free" two hour parking on residential blocks*



PROGRAM DETAILS

- Hourly parking fees charged on residential blocks
- Fees do not apply to district permit holders and guests with district guest or visitor passes
- Hourly fees may be paid through ParkMobile or at a meter on another block
- Residential petition (50% of residents on both sides of the block) to initiate request
- Staff survey to verify parking is at least 75% occupied and review and recommendation by the Traffic and Parking Board



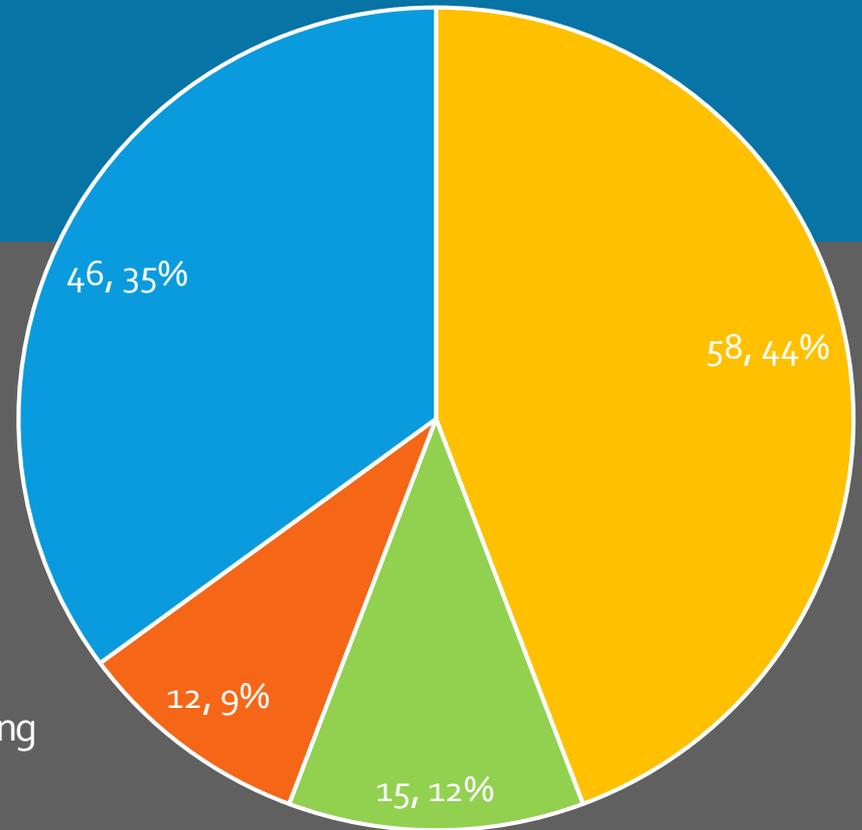
EVALUATION

- In order to provide a recommendation of how to proceed with the Residential Pay by Phone when the pilot program expires in March 2019, staff are evaluating the following elements:
 - **Community feedback:** through feedback form responses
 - **Parking usage:** through parking occupancy survey data in and around program area
 - **Enforcement:** through data and feedback provided by Parking Enforcement Officers

FEEDBACK FORM

- Feedback form - open October 16 through November 2
- Outreach:
 - Mailing to all residents in the pilot program area (343 residences – 111 on blocks with and 232 on blocks without Residential Pay by Phone)
 - Email to POC for the 13 blocks with restrictions
 - Emailed OTCA and other citizens who've commented in the past
 - Emailed representatives from Old Town Boutique District, Old Town Business, Alexandria Chamber of Commerce, and Visit Alexandria and asked to distribute information
 - Enews, Twitter, Facebook
- 131 complete responses received

RESPONDENTS



■ Resident of a block with residential pay by phone parking

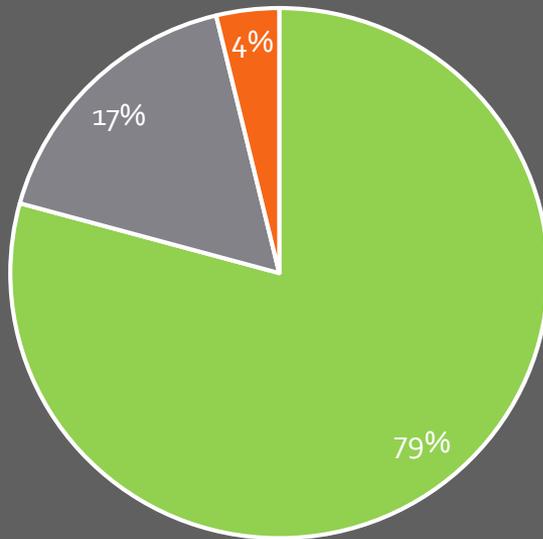
■ Resident of a block within 2 blocks of residential pay by phone parking

■ Representative of a business or other non-residential use (e.g. church or theater) or employee or patron, on a street with residential pay by phone parking or within 2 blocks of a street with residential pay by phone parking

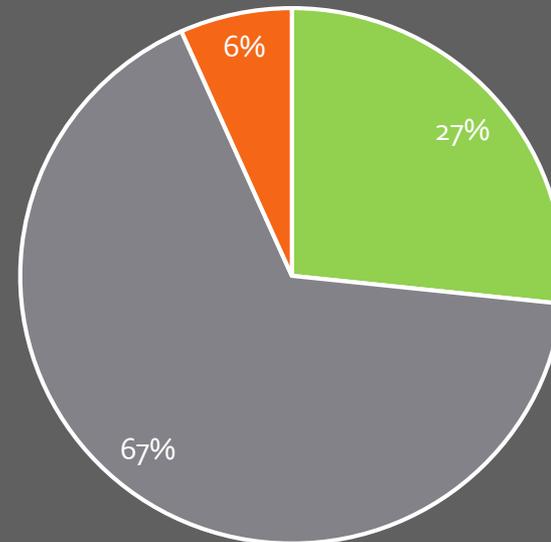
■ Other

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

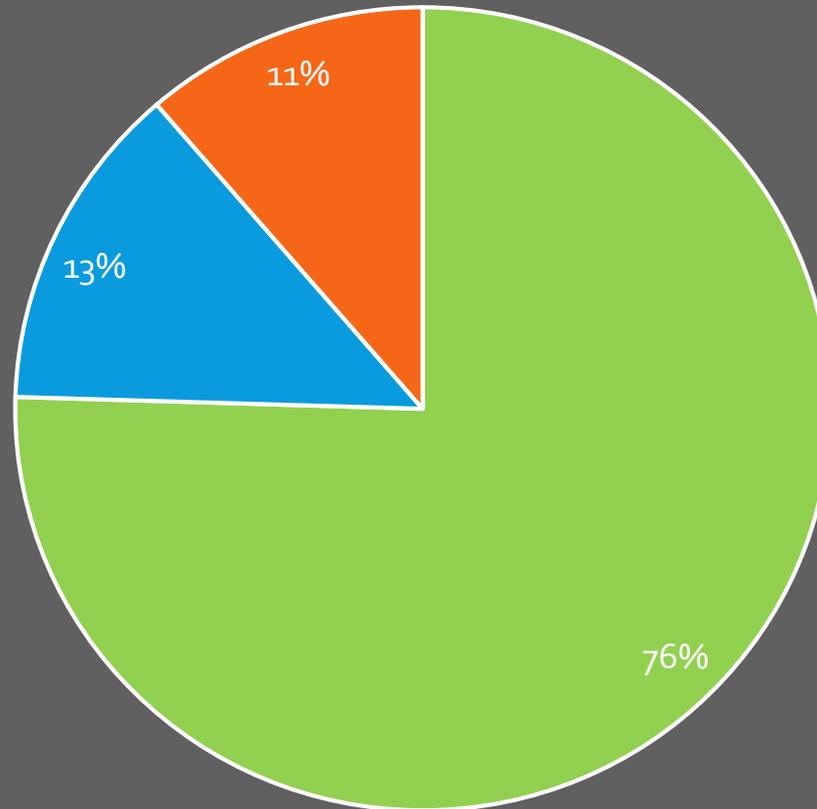


Residents of blocks within 2 blocks of residential pay by phone parking



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

How would you describe the process of providing a permit for guests of your residence?

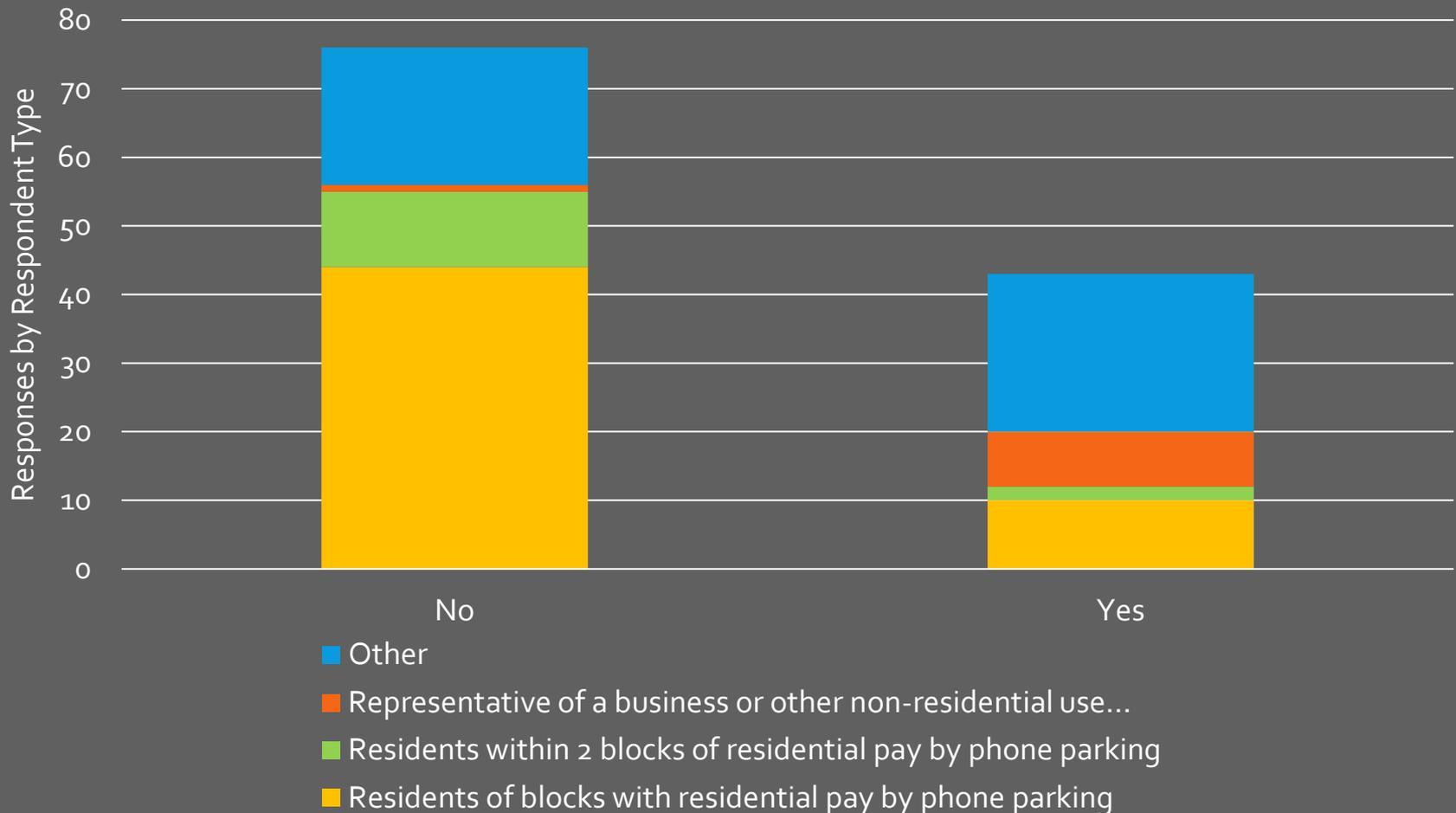


- Easy, no changes needed
- Easy, but could be improved
- Difficult, improvements needed

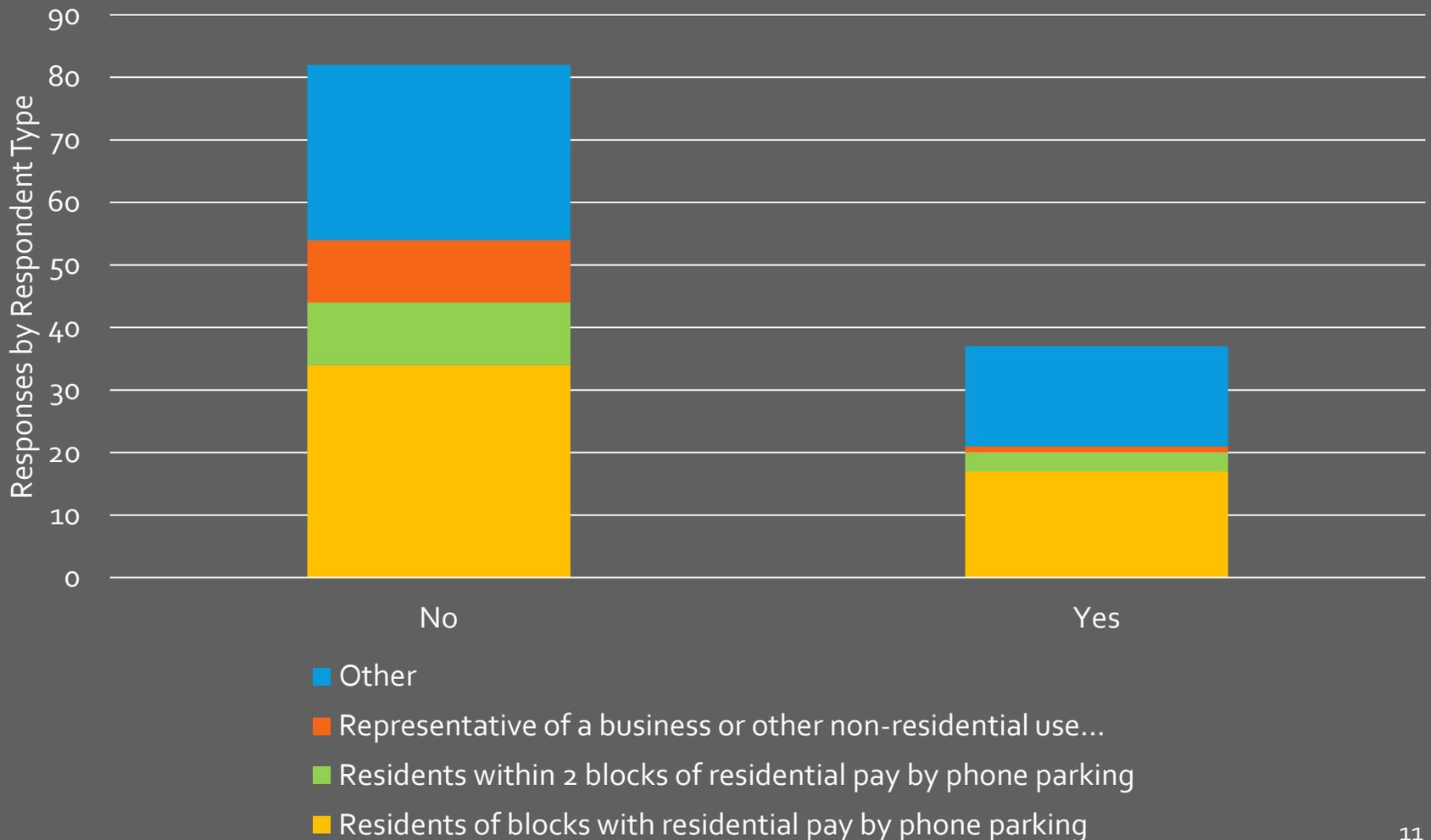
What process for adding residential pay by phone restrictions to new blocks would you prefer?



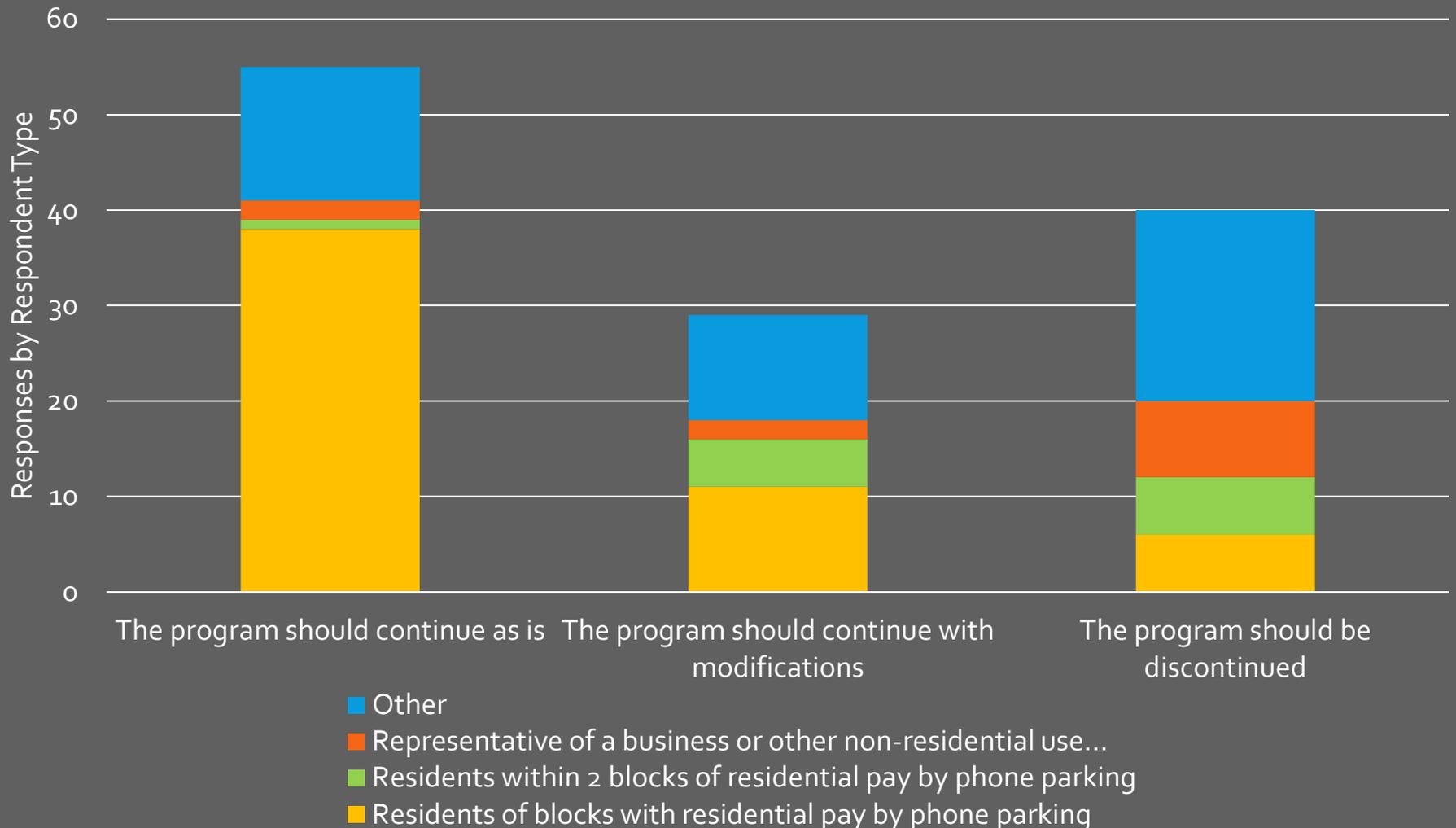
Would you prefer that blocks with residential pay by phone parking have a meter installed on the block (at the City's cost) in addition to the option of paying by phone?



Would you like to see the residential pay by phone program boundary expanded to other blocks adjacent to metered areas?



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



SUGGESTIONS AND COMMENTS

“More meters would help older residents.”

“As an employee of a local business it makes parking very difficult for our patrons.”

“I think there needs to be a better plan in place because the pay to park is just pushing the issue onto other residents further from King Street.

“On-street parking should be more expensive than garage parking.”

“We are very satisfied.”

“Parking is more available during the week, but not much has changed on the weekends because there doesn't seem to be any enforcement”

“St. Pauls Church is negatively impacted by this change - as a resident I have enjoyed easier parking, but I also think the start time for metered parking should be later on Sundays.”

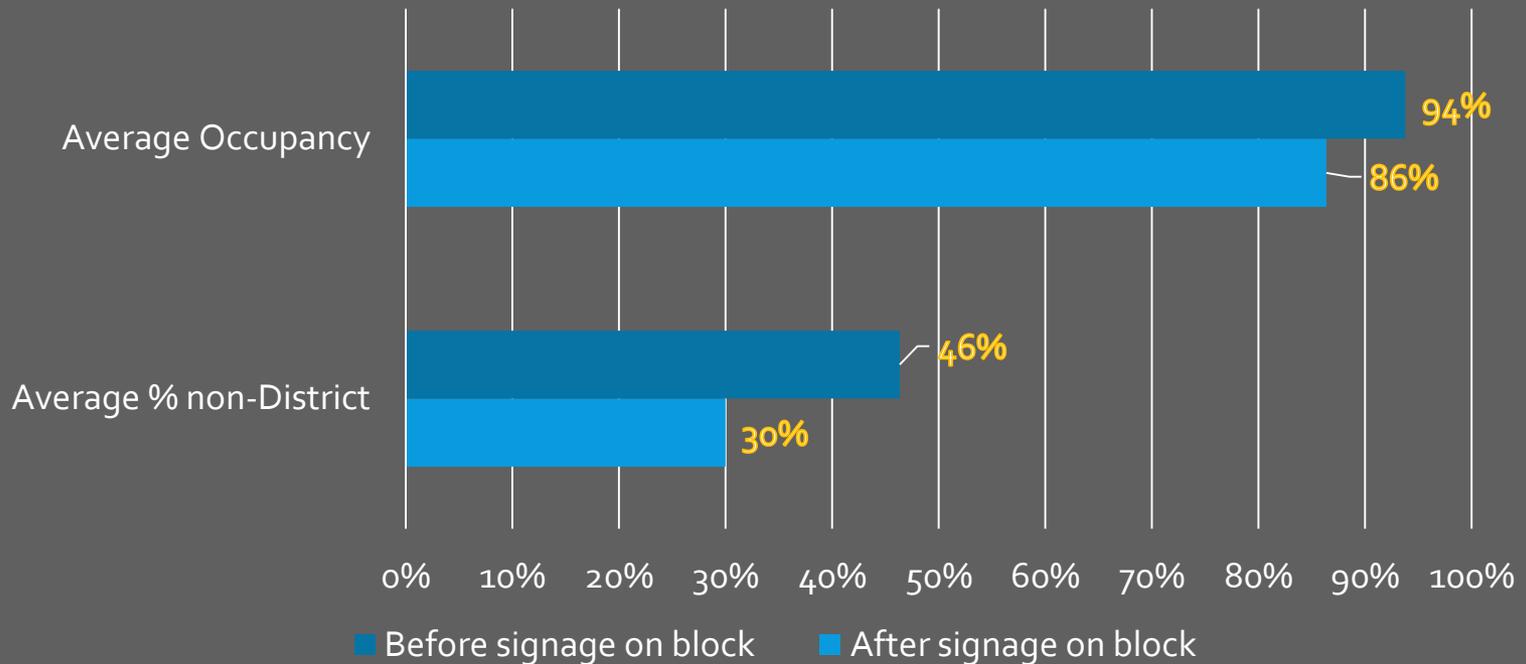
“Expand it.”

PARKING OCCUPANCY SURVEYS

- Parking surveys conducted to record:
 - Total vehicles parked
 - Vehicles with appropriate district permits
 - Vehicles with City decals
- Surveys conducted on each block before and after implementation of Residential Pay by Phone on block or adjacent block

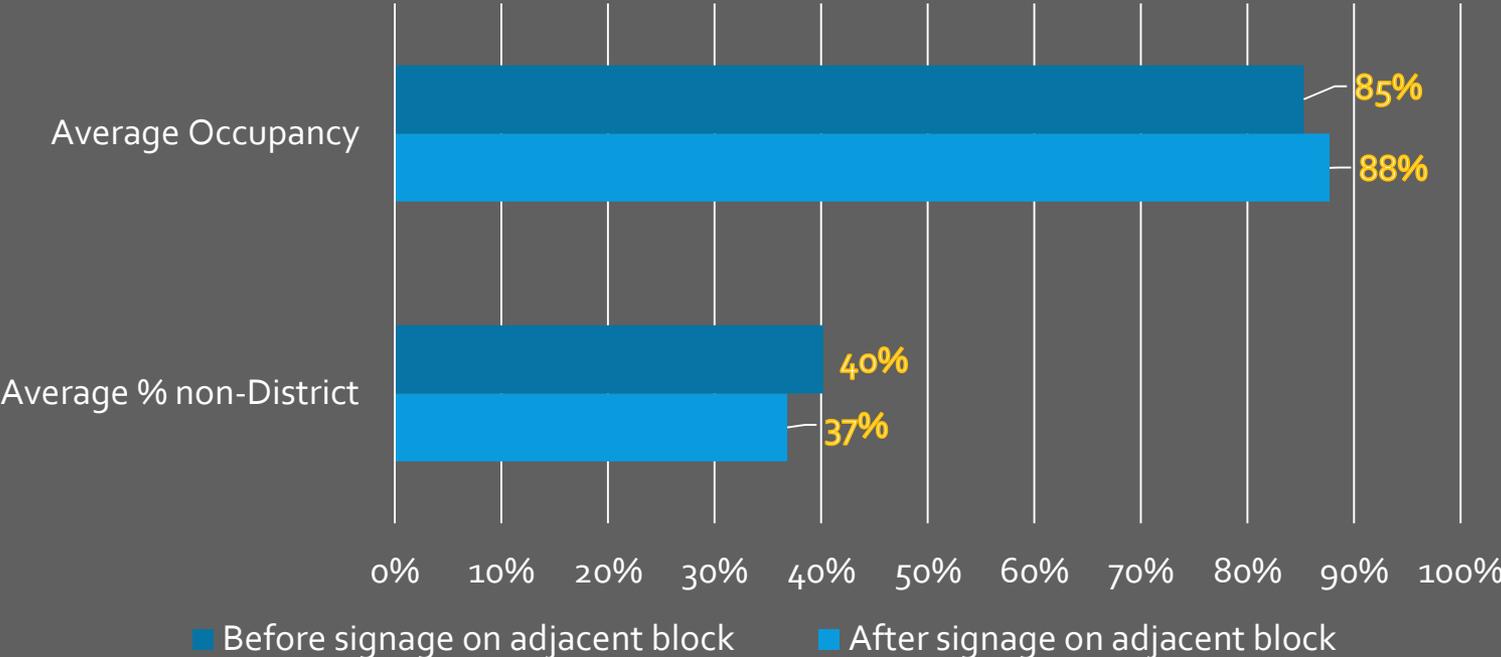
PARKING OCCUPANCY

BLOCKS WITH RESIDENTIAL PAY BY PHONE



PARKING OCCUPANCY

BLOCKS ADJACENT TO RESIDENTIAL PAY BY PHONE



ENFORCEMENT

- On average, **twice** as many citations were given per month on blocks with Residential Pay by Phone as on blocks without it between November 2017 and September 2018
- Parking Enforcement Officers have expressed that it is no easier to enforce blocks with residential pay by phone than blocks without it

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, not being able to or wanting to use phones to pay for parking, or not knowing how to acquire guest passes.
- Overall parking occupancy has not changed dramatically on blocks in the program or on adjacent blocks, but percent of non-resident parkers has decreased on blocks in program.
- On average, more parking citations were given on blocks with Residential Pay by Phone than blocks without it

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
- City Council update – January 2019
- T&PB Public Hearing – January 28, 2019
- City Council Public Hearing – February 2019