

**Parking Stakeholder Consultation Group  
Draft Meeting Minutes  
January 21, 2021, 1-4pm  
Virtual Meeting hosted on Microsoft Teams**

---

As approved at the meeting of May 6, 2021.

**Regular Members**

<b>Name</b>	<b>Representative</b>	<b>Organization</b>	<b>Present</b>
Laila Gibbons	PSCG Chair Director, Roads and Parking Services	City of Ottawa – Public Works & Environmental Services	Yes
Scott Caldwell	Area Manager, Transitway and Parking	City of Ottawa – Parking Services	Yes
Dennis Van Staalduinen	BIA	Wellington West BIA	Yes
Jasna Jennings	BIA	ByWard Market BIA	Yes
Christine Leadman	BIA	Bank Street BIA	Yes
Andrew Peck	BIA	Glebe BIA	No
Alice Nakanishi	Community Association	Centretown Citizens Community Association	Yes
James Grant	Community Association	Old Ottawa South Community Association	Yes
John Verbaas	Community Association	Federation of Citizen's Associations	Yes
Vania Karam	Accessibility	Accessibility Advisory Committee	Yes
Daniel Spence	TDM / Cycling / Pedestrian	University of Ottawa	Yes
Greg Fyffe	Places of Worship	Knox Presbyterian Church	No
Kelly Haussler	Tourism and Convention Authority Representative	Ottawa Tourism	Yes
Dean Karakasis	Development Industry / Building Owner / Manager	Building Owners and Managers Association	Yes
John Woodhouse	Older Adults	Council on Aging	Yes

**Alternates**

<b>Name</b>	<b>Title</b>	<b>Department / Organization</b>	<b>Present</b>
Chloe Park	Alternate for Andrew Peck	Parking Services	Yes

**City Staff and Presenters**

<b>Name</b>	<b>Title</b>	<b>Department / Organization</b>	<b>Present</b>
Brandon Pollard	Project Coordinator	Parking Services	Yes
Jennifer Therkelsen	Program Manager, Parking Enforcement & Logistics	Transportation Services	Yes

Alain Gonthier	Associate General Manager, Public Works & Environmental Services	City of Ottawa – Public Works & Environmental Services	Yes
Stephen Oliver	Consultant	Stantec	Yes

## Item 1 – Introductions, Overview, Review of Previous Minutes

Meeting opened by Chair Gibbons and included the following discussion:

- Chair Gibbons announced that she will taking a 1-year assignment outside of the department. Alain Gonthier will act as the Director of Roads and Parking Services and serve as PSCG Chair in the interim.
- Roundtable introduction by all members and attendees.
- Minutes of the PSCG meeting of December 3, 2020 were approved.
- Recent PSCG meeting minutes now posted online:
  - <https://ottawa.ca/en/parking-roads-and-travel/parking#parking-stakeholder-consultation-group>

## Item 2 – Overview of Parking Enforcement

Presentation led by Jennifer Therkelsen, Program Manager, Parking Enforcement & Logistics, that provided an overview of the City’s approach to parking enforcement.

Discussion and comments:

- Are you more proactive in paid parking areas compared to unpaid areas?
  - Staff confirmed that there is generally more enforcement in busier paid parking areas.
- How does apply this to commercial areas that don’t have paid parking?
  - Staff confirmed that they do enforce parking in commercial areas without paid parking.
- In the current pandemic situation, how does the City reconcile enforcing in paid areas despite lower demand?
  - Staff noted that while enforcement is still occurring, fewer staff resources are attached to issuing parking tickets.
  - The City understands and is sensitive to this issues businesses are facing, and continues to work with business areas but remains responsible for enforcing the regulations and responding to complaints.
- There have been issues regarding the non-enforcement of unsigned areas – what is the rationale behind allowing people to park for an unlimited time in unsigned areas?

- Staff noted that it was a measure to assist residents who may be working from home during the pandemic.
- Regarding delivery trucks and bike lanes – how do we deal with delivery trucks, Uber, etc from blocking bike lanes?
  - Enforcement is aware of the issue, and has been conducting additional enforcement while also working with partners in Transportation Services to improve the ability to enforce.
- Does By-Law and Regulatory Services shift resources to areas of the City where there is more parking occupancy than others?
  - Staff confirmed this can occur in normal circumstances, but the primary re-deployment of by-law enforcement currently has been away from parking due to other Covid-19 related priorities.

### **Item 3 – Bike Parking Strategy**

Presentation led by Scott Caldwell that provided an update regarding the current status of the Bike Parking Strategy.

Discussion and comments:

- What is the City doing to lead by example, where all public City facilities should have “best in class” bike parking, and to encourage City employees to cycle to work?
  - Staff mentioned that the main focus of the Bike Parking Strategy has been the general use bike parking in the public right of way, but there will be potential opportunities related to this that will be pursued in the implementation of the strategy.
- With respect to the reference to the City’s “broader transportation goals:”, what does that refer to?
  - Staff explained that this mainly refers to the modal share targets, where the desire is to increase the amount of cyclists relative to drivers, which can be achieved in part through providing appropriate bike parking.
- What were the drivers behind the Bike Parking Strategy?
  - Staff explained that the City’s approach has been fragmented in the past, and the Bike Parking Strategy is a means to standardize the approach in order to best support other cycling-related investments and ensure there are no gaps.

- If the goal is to increase the amount of cycling as much as possible, then the objectives could be more proactive at promoting cycling as a mode of transportation.
  - Staff noted that the focus was primarily on the bike parking element. As cycling rates increase the Bike Parking Strategy allows for additional bike parking infrastructure to meet that demand.
- The policy objectives are good ‘30,000-foot’ goals that are hard to object to, but consideration must be made for how they will result in tangible results.
  - Staff confirmed that the Strategy represents a starting point and they are working on developing an implementation plan which will be shared in more detail at the next meeting and which will outline many of those tangible outcomes.
- Consider adding the City’s climate goals to the objectives.
- What types of example outcomes can we expect to see in the final Bike Parking Strategy (priorities, resources, funding, launch date, Council report dates, etc)? Concern that the outcome will be too heavy on “first principles” rather than prescriptive results.
  - Staff related to the ‘supporting measures’ that were reviewed at a previous PSCG meeting and noted that there will be many specific outcomes depicted in the final Strategy and staff report and will be shared with PSCG.

#### **Item 4 – Bike Share Review**

Presentation led by Brandon Pollard that provided an update regarding the current status of the analysis related to bike share options.

Discussion and comments:

- Consideration should be given regarding the liability aspects of a City-run vs private sector run bike share.
- From a tourism perspective, tourists have not generally demonstrated strong interest in bike share. As such, it is best if this is positioned such that the main users are residents.
- Have you looked at the demand or availability of bike rental companies in the downtown areas and how it would impact on the need for bike share?
- Bike share should be considered in the broader context of supporting cycling as a mode of transportation, along with parking, cycling lanes, etc. Integration with

the other cycling initiatives is important to ensure success. There is also a need to ensure we have political will to move forward.

- Staff confirmed that bike share is being explored under a direction from Transportation Committee and will be presented back to Transportation Committee in April for consideration of next steps. Staff from various departments are involved to ensure an inclusive approach.
- Is one potential outcome of the process a conclusion that bike share is not required, because it looks like e-scooters are a better approach to shared mobility?
  - Staff commented that bike share provides its own set of potential benefits, but the current availability of micromobility options will be taken into consideration as will the level of investment required.
- It was noted that there are both advantages and disadvantages to e-scooters relative to bikes based on things such as accessibility, risk of injury, individual risk tolerance and required space in the right-of-way.
- There are examples in many cities (including Ottawa) where bike share programs have not been successful. There should be caution around using money and resources on a program that does not have a strong history of success. There are small private operators that rent bikes who may be more suited to providing this service.
- A PSCG member provided links to the following examples of bike share programs that are currently operating:
  - Bixi (Montreal) – <https://bixi.com/en/who-we-are>
  - Hamilton Bike Share – <https://hamilton.socialbicycles.com/>
- A dockless bike share program may result in similar backlash as e-scooters in urban neighbourhoods (due to both bikes and scooters left in inappropriate places).
- Concern that a city the size of Ottawa could not support both a shared e-scooter program and bike share program, as they could potentially compete with each other to the point that neither is economically viable. Need to ensure both programs are considered together using a holistic approach.
  - Staff confirmed that the evaluation of bike share options is aligned with the e-scooter pilot.
- Suggestion that bike sharing and e-scooters provide the most benefits for “first/last mile” trips, such as between LRT / transit stations and destinations.

## **Item 5 – Program Update**

Presentation led by Scott Caldwell that provided an update regarding ongoing projects and programs currently being undertaken by Parking Services.

Discussion and comments:

- Do the new (upgraded) Pay & Display machines provide better data?
  - Staff confirmed that the machines themselves provide the same data, but in concurrence with the machine upgrades, the back-end systems are also being upgraded which will improve the reporting.
- Is there any ability for the new machines to allow for demand-based pricing? For example, at the neighbourhood level where rates could be lower in lower demand areas and higher in higher demand areas?
  - Staff explained that a demand-based pricing model was part of the updated Municipal Parking Management Strategy, where rates may be adjusted up or down depending on usage. The existing Pay & Display equipment can be reprogrammed with different rates in different areas. However, implementation of this approach has been delayed by Covid-19.

## **Item 6 – Parking Services 2021 Work Plan**

Presentation led by Scott Caldwell that provided an update regarding programs and initiatives planned for 2021 by Parking Services.

Discussion and comments:

- Will the demand-based pricing be going forward in 2021?
  - Staff noted that data collected during periods of normal demand for parking is required to adjust rates. The data needed to support the demand-based pricing model is dependent on the status of the pandemic and when we return to more normal conditions.
- Will the updates to the Westboro/Wellington West Local Area Parking Studies be going forward?
  - Staff confirmed that it is also dependent on Covid-19 and that data for the update would not be collected until conditions are back to normal. Staff will communicate with local stakeholders in advance of this.
- Suggestion that the Tour Bus Study be pushed into 2022 or 2023 due to the lower levels of anticipated tourism and the time needed for tourism to return to normal.

- Staff confirmed that data collection will also be dependent on a change in conditions.
- With respect to the City-wide off-street inventory data, will this include privately owned facilities and whether they're paid or unpaid?
  - Staff confirmed that this data will be collected.
- With respect to evening and weekend parking, there is likely very little interest in moving forward on this due to the lockdowns and the corresponding low levels of business in the downtown area.
  - Staff confirmed that this is another project pending the status Covid-19.
- Was there any capital money set aside for the implementation of the Bike Parking Strategy? In future budgets, can it be shown as a separate line item for clarity?
  - Staff confirmed that yes, some capital money for the implementation was budgeted in 2021. Going forward, the intent is to show as a separate line item.

### **Item 7 – Wrap-Up**

- Chair Gibbons thanked everyone for their participation and reminded members that Alain Gonthier will chair the next meeting.
- Next meeting – scheduled for Thursday, February 25, 2021.