



Public Parking Action Plan Development Project

Edmonton

Engagement Review

City Planning Branch
Parks and Roads Services Branch

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PURPOSE

This document consists of a review and summary of previously published engagement reports that reflect feedback and input about on-street parking, mobility needs, and other relevant city-building considerations pertinent to managing public parking as a strategic public asset. This consolidation assists in understanding how existing/draft policies have been shaped through public opinion; and what opinions need to be considered when amending/creating new parking programs and services in the future.

This engagement review will be utilized alongside other background research work to inform the Public Parking Action Plan as part of the Public Parking Action Plan Development Project.

PROCESS / METHODOLOGY

Overview

Consolidation of engagement feedback was limited to records retrieved from prior publicly-available engagement activities/records. More specifically, opinions and inputs about public parking, and transportation networks and facilities shared during the City Plan, Open Option Parking, Bike Plan, and the Curbside Accessible Parking Project initiatives were referenced and considered. To ensure objectivity, data was retrieved from publicly-available engagement reports, (often referred to as 'What We Heard Reports') utilizing a consistent retrieval and analytical approach (described further in the 'Detailed Approach' section below).

Once all engagement records were consolidated, a review by the Project Team and Public Parking Implementation Advisory Group was facilitated to assess the most relevant consolidated engagement feedback.

Detailed Approach

The Project Team undertook a standard keyword search for each publicly-available engagement report for the above-noted projects — to arrive at an aggregate set of baseline engagement feedback for consideration.

The words used included:

- Parking
- Transportation
- Mobility
- Sidewalk
- Roadway

Where engagement information was available, engagement feedback retrieved through the keyword search were initially organized into two categories:

Queried Engagement Themes: Original engagement feedback obtained through the keyword search

Previous Engagement Themes: Previously-summarized engagement themes by the original report authors obtained through the keyword search

These insights were then synthesized together into a final set of **Summarized Engagement Themes**, providing an overall summary of consistent engagement themes for each engagement report. This step was critical in reducing redundancies and duplications in engagement feedback observed.

Once the Summarized Engagement Themes were determined for each of the reports referenced, a final set of consolidated engagement themes in the **Consolidated Relevant Engagement Themes** was developed for each project to identify commonalities / intersections for each project.

A master list of engagement themes to be considered when advancing the Public Parking Project can be found in **Appendix A - Consolidated Engagement Theme Summary**.

Limitation

The methodology and process for the retrieval, consolidation, and interpretation of engagement feedback/input began with a systematic lens (e.g. keyword search). However, iterative and manual review of several documents were required, as many reports exhibited variation in terms of engagement methodology, data synthesis and analysis, reporting and overall structure. This document referenced and incorporated information (e.g. Previous Engagement Themes) that were previously interpreted/analyzed by other report writers.

Engagement Theme Summary

City Plan

- Improve the active and public transit systems to ensure that they are accessible, affordable and barrier-free
- Improve the transportation system to ensure it is well-connected and efficient
- Enable mode-shift from the automobile and support a range of mobility choices by improving and expanding the active transportation system
- Maintain and improve the transportation network, especially active transportation
- Develop vibrant urban “villages” that offer employment, amenities, services, and transportation options that are well-connected
- Address traffic congestion for all modes of transportation
- Adapt the transportation network to meet technological advances
- Collaborate with Indigenous peoples on public transportation service and design to create safe access for Indigenous peoples
- Discourage surface parking at key nodes, while increasing affordable parking options near transit stations
- Better-connect the transportation system with housing and community amenities, services and places

Open Option Parking

- Design parking facilities to be efficient and safe
- Ensure there is availability of parking in commercial and residential areas
- Landowners should be able to decide private parking requirements for their properties
- Increase and improve accessibility to the public transit and active transportation networks
- Provide more choices in modes of transportation

Bike Plan

- Prioritize, improve and expand the bike network to enable mode shift toward active transportation
- Ensure a well-connected, safe and accessible bike network and facilities for all Edmontonians of varying demographics and mobility capacities
- Improve end-of-trip facilities (showers, lockers, bike parking, etc.) to bolster utilization and comfort by users
- Improve education and rules to increase safety

Curbside Accessible Parking Project

- Ensure parking stalls and pay stations are physically accessible through thoughtful design
- Improve education about accessible parking programs to increase utilization
- Improve the flexibility of payment options for accessible spaces
- Better improve the supply of available accessible parking spaces
- Improve the affordability of accessible parking spaces

DETAILED ENGAGEMENT OVERVIEW

The City Plan

The City Plan project included the development of the new Municipal Development Plan and Transportation Master Plan for Edmonton, guiding the city into the future by providing foundational policies and directions to welcome an additional million people to call Edmonton home.

Phase 1 - The City Plan

The purpose of the Phase 1 engagement was to establish a baseline for how future phases of engagement for the project might proceed, and upon which City Plan policies would be constructed. Stakeholders shared their perspectives about the qualities and characteristics of what a future city of two million people could be. Using a natural language processing program, the City's Analytics Centre of Excellence (ACE) team analyzed engagement data from Vision 2050 (an engagement process for Council's strategic plan, *ConnectEdmonton*) and The City Plan. The compiled data is represented in the Vision 2050 Themes and City Plan Engagement Themes tables within the Phase 1 What We Heard Report. Both the Queried Engagement Themes and Previous Engagement Themes referenced the Phase 1 What We Heard Report.

Queried Engagement Themes

For this section, the previously established aggregate of engagement themes for the Vision 2050 engagement process of *ConnectEdmonton* and the Phase 1 engagement for *City Plan* were queried.

The most common engagement themes were:

- Prioritization and increase of active transportation opportunities
- Increase in transportation choices
- More affordable and accessible public transportation
- Maintain and improve the transportation network efficiently
- Utilize innovative transportation technology

Previous Engagement Themes

Utilizing the previously established aggregate of engagement themes for the Vision 2050 engagement process of *ConnectEdmonton* and the Phase 1 engagement for *City Plan*, a synthesized set of 24 city building outcomes were established by the City Plan project team.

The most relevant city building outcomes to the keyword search terms for the Public Parking Action Plan Development Project were:

- Edmonton encourages community participation through access to barrier-free spaces, facilities and transportation networks
- Edmonton's transportation system connects residents and businesses, creating opportunities and supporting partnerships throughout the region
- Edmontonians benefit from improved public transit and high-quality active transportation networks which reduce GHG emissions

Summarized Engagement Themes

Combining both the Queried Engagement Themes and Previous Engagement Themes, the following Summarized Engagement Themes were developed:

- Improved active and public transit system that is accessible, affordable and barrier free
- Improved transportation system that is well-connected
- Improved and expanded active transportation system that supports a range of mobility choices to enable mode-shift

Phase 2 - Identifying City Moves

The purpose of Phase 2 (Identifying City Moves) was to explore what Edmontonians love about their city, and to gain insight on what might need to improve in order to welcome another million people to the city. The Phase 2 What We Heard Report synthesized and translated engagement feedback/input into five distinct 'Big City Moves' — important outcomes that the City Plan will need to work towards if it hopes to achieve its growth target. Both the Queried Engagement Themes and Previous Engagement Themes referenced the Phase 2 What We Heard Report.

Queried Engagement Themes

The most common engagement themes were:

- More affordable and accessible parking options, especially within dense locations and areas within the city (e.g. downtown, around LRT stations, and within new neighbourhoods)
- Prioritization of active transportation and increase of opportunities
- Increase transportation choices/mode shift

Previous Engagement Themes

The most common engagement themes previously identified were:

- Represented as five distinct Big City Moves, which include: (1) Greener As We Grow; (2) A Rebuildable City; (3) A Community of Communities; (4) Inclusive and Compassionate; and (5) Catalyze and Converge. A Rebuildable City and A Community of Communities provides insight to public parking as a strategic asset.
- A Rebuildable City thematically focuses on adaptability, and ensuring infrastructure can be constantly built and rebuilt
- A Community of Communities thematically focuses on community hubs that provide a range of mobility options

Summarized Engagement Themes

- Improved active and public transit system that is accessible, affordable, adaptable, and barrier-free
- Improved transportation system that is well-connected
- Improved and expanded active transportation system that supports a range of mobility options to enable mode-shift

Phase 3 - Choices for our Future City

The purpose of Phase 3 was for Edmontonians to share their perspectives and knowledge to inform the development of policy intentions and the draft land use concept in the City Plan. In the Phase 3 What We Heard Report, engagement feedback (verbatim) could be found in the appendices sections. This What We Heard Report and appendices were referenced for the Queried Engagement Themes as well as the Previous Engagement Themes.

Queried Engagement Themes

The most common engagement themes were:

- Prioritization of active transportation and increase of opportunities
- Increase transportation choices and mode shift
- Maintain and improve transportation network

Previous Engagement Themes

The most common engagement themes previously identified were:

- Develop vibrant urban “villages” that offer employment, amenities, services, and transportation options within close proximity, reducing dependency on a private vehicle
- Addressing traffic congestion not only for car users, but for people in public transit or those who walk/bike
- Improving public transit operations, infrastructure, and perceptions
- Adapting transportation to meet technological advances
- Prioritization of active transportation and increase of opportunities

Summarized Engagement Themes

Combining both the Queried Engagement Themes and Previous Engagement Themes, the following Summarized Engagement Themes were developed:

- Prioritization of active transportation and increase of opportunities, to inspire modal shift
- Maintain and improve transportation network
- Develop vibrant urban “villages” that offer employment, amenities, services, and transportation options within close proximity, reducing dependency on a private vehicle
- Addressing traffic congestion not only for car users, but for people in public transit or those who walk/bike
- Improving public transit operations, infrastructure, and perceptions
- Adapting transportation to meet technological advances

Phase 3 - Choices for our Future City, Indigenous Engagement

The purpose of Phase 3 was to solicit feedback from Indigenous peoples, as part of The City Plan’s Indigenous Engagement Plan. The Phase 3 What We Heard Report presented engagement data into themes, as compared to

Phase 3 (Choices for our Future City - City-wide Engagement) which presented engagement as verbatim text.

Queried Engagement Themes

Please see the Previous Engagement Themes section below.

Previous Engagement Themes

The most common engagement themes previously identified were:

- Improve quality, affordability, and accessibility of health, housing, transportation, and recreation services to address the wide variety and scale of needs of Indigenous peoples
- Collaborate with Indigenous peoples on public transportation service and design to create safe access for Indigenous peoples

Summarized Engagement Themes

Given that only previously-themed engagement feedback was available, the following engagement themes are the same as those in the Previous Engagement Themes section:

- Improve quality, affordability, and accessibility of health, housing, transportation, and recreation services to address the wide variety and scale of needs of Indigenous peoples
- Collaborate with Indigenous peoples on public transportation service and design to create safe access for Indigenous peoples

Phase 5 - Intentions and Directions for our Future City

The purpose of Phase 5 was to solicit city-wide voices and work with Edmontonians to refine ideas and concepts developed through past engagement and analysis. The Phase 5 What We Heard Report presents engagement feedback from Edmontonians, and insight on how this input helped to develop City Plan policy intentions and directions.

Queried Engagement Themes

The most common engagement themes were:

- Prioritization of active transportation and increase of opportunities

- Increase transportation choices/mode shift
- Larger, more improved/better and efficient public transportation network
- Nodes should not have front surface parking

Previous Engagement Themes

The most common engagement themes previously identified were:

- Affordable and increased parking near transit stations
- Mobility options and systems that are expanded, barrier-free, more connected, efficient, and intensified around housing and community amenities/services/places to increase proximity/access
- Investment in maintenance of active transportation amenities/infrastructure

Summarized Engagement Themes

Combining both the Queried Engagement Themes and Previous Engagement Themes, the following Summarized Engagement Themes were developed:

- Prioritization of various modes of transportation — in services, infrastructure, and maintenance — to support modal shift
- Discouraging surface parking at key nodes, while increasing affordable parking options near transit stations
- Mobility options and systems that are expanded, barrier-free, more connected, efficient, and intensified around housing and community amenities/services/places to increase proximity/access
- Investment in maintenance of active transportation amenities/infrastructure

Consolidated Relevant Engagement Themes

The summarized themes from each phase were reviewed in their entirety to minimize redundancies and to provide a final concise set of relevant engagement themes. These themes are as follows:

- Improve the active and public transit systems to ensure that they are accessible, affordable and barrier-free

- Improve the transportation system to ensure it is well-connected and efficient
- Enable mode-shift from the automobile and support a range of mobility choices by improving and expanding the active transportation system
- Maintain and improve the transportation network, especially active transportation
- Develop vibrant urban “villages” that offer employment, amenities, services, and transportation options that are well-connected
- Address traffic congestion for all modes of transportation
- Adapt the transportation network to meet technological advances
- Collaborate with Indigenous peoples on public transportation service and design to create safe access for Indigenous peoples
- Discourage surface parking at key nodes, while increasing affordable parking options near transit stations
- Better-connect the transportation system with housing and community amenities, services and places

OPEN OPTION PARKING PROJECT

The Open Option Parking project undertook detailed studies in parking utilization rates across the city, and accumulated engagement feedback from Edmontonians about parking utilization, preference and needs.

There were two publicly-available reports published throughout the Open Option Parking project that summarized public engagement feedback. They have been analyzed as part of the Public Parking Action Plan Development Project.

Advanis Quantitative Report

The engagement undertaken during this phase was primarily focused on understanding how Edmontonians perceived and utilized parking facilities in the city. Understanding parking preferences, choices, and preferences was a critical focus of the engagement approach.

The Advanis presented engagement data into themes, captured by three primary categories: Parking Behaviours and Attitudes; Parking Regulations Scenarios; and Parking Regulations Outcomes. Verbatim engagement feedback was not available.

Queried Engagement Themes

None available

Relevant Previously-identified Engagement Themes

Parking Behaviours and Attitudes

- Generally there is not difficulty in finding parking, though, there was not a strong perception excessive parking exists
- Buildings should share parking
- Sidewalks should be included in parking areas to promote safety
- Private site parking preferred over street parking in commercial areas
- Limited parking availability deters people from driving

Parking Regulations Scenarios

- Mix of free and paid parking was preferred, followed by free abundant surface parking and last, mainly paid underground parking scenarios

Parking Regulations Outcomes

- Availability of parking at home is of importance
- Parking on the street in front of the house is preferred
- Transportation options are important
- Walkable communities are important
- Availability of parking for commercial developments is important

Overall Themes

The Relevant Previously-identified Engagement Themes were consolidated into the following set of summarized engagement themes:

- Parking availability is important
- Transportation options, including active transportation is important
- Free, paid and shared parking options were preferred

- Safe and accessible parking facilities was important

Preferred Options Survey (Attachment 4 of Council Report CR_6707)

Public engagement was undertaken throughout the Open Option Parking project to better understand perspectives about parking and preferred regulatory approaches for Administration to consider. Administration undertook a digital survey to capture feedback from Edmontonians about their perspectives on approaches to regulating parking. In addition, Administration received responses to the circulation of the Urban Planning Committee report. Attachment 4 - Preferred Options Survey captured engagement feedback received. The report attachment presented engagement data into themes, captured by two primary categories: Survey Responses and Circulatory Responses. Verbatim engagement feedback was not available.

Queried Engagement Themes

None available

Relevant Previously-identified Engagement Themes

The survey provided opportunities for respondents to select their preferred approach to regulating off-street parking, soliciting feedback about the reasoning for the selected approach.

'Open Option' parking was the dominant approach selected by respondents to managing private parking spaces. The top five reasons for choosing open option parking were:

- It is a flexible, balanced option for home and business owners allowing for more choice
- Businesses and homeowners know what's best for them
- Allows the free market to decide
- Encourages public transit and active, alternative forms of transportation
- Different parking rates for different areas of the city

The summarized circulation feedback was reviewed and engagement themes were derived as follows:

- Impact to on-street parking with the arrival of LRT
- On-street parking constrained
- Need for parking spaces for people with limited mobility
- Lack of transit an issue
- Increased density creating greater pressure on on-street parking

Overall Themes

Reviewing the relevant summarized engagement feedback from Attachment 4 of Council Report CR_6707, a consolidated set of engagement themes emerged:

- Alternative transportation options, including more public transit and active transportation options
- Choice for the provision of parking should lie with the landowner or business owner

Consolidated Relevant Engagement Themes

The summarized themes from each phase were reviewed in their entirety to minimize redundancies and to provide a final concise set of relevant engagement themes. These themes are as follows:

- Design parking facilities to be efficient and safe
- Ensure there is availability of parking in commercial and residential areas
- Landowners should be able to decide private parking requirements for their properties
- Increase and improve accessibility to the public transit and active transportation networks
- Provide more choices in modes of transportation

BIKE PLAN

The purpose of the Bike Plan project was to capture learning from the implementation of the 2009 Bicycle Transportation Plan and to set a new strategic direction for the future of the bike network in Edmonton.

Phase 1 - Aspirations and Values

This first phase of public engagement focused on the aspirations and values of Edmontonians in consideration of a modernized bike network for the city. These values and aspirations were the foundation upon which the Bike Plan project was based.

Queried Engagement Themes

The Phase 1 What We Heard Report included detailed summaries of engagement feedback organized by engagement questions posed to participants. Utilizing a keyword search, engagement themes were recorded and categorized into a set of themes based on the summarized engagement feedback provided in the Phase 1 What We Heard Report. The primary engagement themes were:

- Safe, secure, accessible and connect bike network and facilities were important
- Prioritization of the bike network to enable a mode shift
- Improved connectivity between transportation networks

Relevant Previously-identified Engagement Themes

The Phase 1 What We Heard Report included a detailed section that synthesized engagement feedback into four concise values, summarized below:

Equitable

Biking is an accessible, welcoming transportation choice for all Edmontonians

Urban Spirit

Biking generates opportunities for all Edmontonians to explore the city in new ways

Fun

Biking creates happier cities

Cultural Shift

Biking is both a fun and functional mode of transportation valued by all

Overall Themes

Reviewing the synthesized engagement themes and core value statements, an overall set of engagement themes emerged:

- Prioritization of the bike network to enable mode shift toward active transportation
- Well-connected, safe and accessible bike networks and facilities for all Edmontonians of varying demographics and mobility capacities

Phase 2 - Preferences and Principles

The purpose of phase 2 engagement activities was to better understand the choices Edmontonians were making about biking, and to understand how the aspirations and values uncovered in Phase 1 could be realized. Since original engagement feedback was not included in the Phase 2 What We Heard Report, a detailed review of previously-identified engagement themes was undertaken.

Queried Engagement Themes

None available

Relevant Previously-identified Engagement Themes

The most relevant and common engagement themes previously identified were:

- Safe, secure, accessible and connect bike facilities was important
- Safe and secure bike parking at transit centres was important

- Separation of bike facilities from automobile and pedestrian traffic was important in busy areas
- Utilization of shared-use pathways or mobility corridors in less-busy areas an opportunity

Overall Themes

As queried engagement feedback was unavailable, the relevant previously-identified engagement themes noted above will be utilized to summarize the engagement feedback:

- Safe, secure, accessible and connect bike facilities was important
- Safe and secure bike parking at transit centres was important
- Separation of bike facilities from automobile and pedestrian traffic was important in busy areas
- Utilization of shared-use pathways or mobility corridors in less-busy areas an opportunity

Phase 3 - Priorities and Tradeoffs

The purpose of Phase 3 engagement was to obtain feedback on key elements of the proposed Bike Plan, including the bike network map, proposed programs and priorities and implementation focus areas. Since original engagement feedback was not included in the Phase 3 What We Heard Report, a detailed review of previously-identified engagement themes was undertaken.

Queried Engagement Themes

None available

Relevant Previously-identified Engagement Themes

The most relevant and common engagement themes previously identified were:

- Safe, secure, accessible and connected bike facilities was important
- Improved end-of-trip facilities (showers, lockers, etc.) was needed
- Improved education and rules to increase safety
- Safe, secure bike parking at transit facilities was important

Unique to the Phase 3 What We Heard Report was the inclusion of an overall list of 'network priorities' which reflected a summarized set of engagement themes pertinent to bike network priorities. The list has been included below:

- Improved safety
- Attractiveness of the bike network and facilities
- Integration with other transportation modes
- Health and comfort
- Address missing links in the bike network
- Improve river valley and ravine connections
- Expand bike routes
- Upgrade existing bike routes
- Improve wayfinding
- Improve lighting
- Clear laws and policies are needed

Overall Themes

Utilizing the two sets of previously-identified engagement themes for Phase 3, the following consolidated set of engagement themes emerged:

- Safe, secure, accessible and connected bike facilities was important
- Improved end-of-trip facilities (showers, lockers, etc.) was needed
- Improved education and rules to increase safety
- Safe, secure bike parking at transit facilities was important
- Improved and expanded bike routes that are safe and easy to navigate

Consolidated Relevant Engagement Themes

The summarized themes from each phase were reviewed in their entirety to minimize redundancies and to provide a final concise set of relevant engagement themes. These themes are as follows:

- Prioritize, improve and expand the bike network to enable mode shift toward active transportation

- Ensure a well-connected, safe and accessible bike network and facilities for all Edmontonians of varying demographics and mobility capacities
- Improve end-of-trip facilities (showers, lockers, bike parking, etc.) to bolster utilization and comfort by users
- Improve education and rules to increase safety

CURBSIDE ACCESSIBLE PARKING PROJECT

The Curbside Accessible Parking Project explores the City's approach to managing curbside accessible parking stalls in the context of modernizing the EPark payment system.

Summary of Findings from a Human Centred Service Design Project

The Summary of Findings from a Human Centred Service Design Project report provided an all-encompassing report detailing current practices in Edmonton, academic and best practice research and engagement feedback.

To be consistent in methodology, only the public engagement section of the Summary of Findings from a Human Centred Service Design Project report was reviewed. Since original engagement feedback was not included in the report, an examination of relevant previously-identified engagement themes was undertaken.

Queried Engagement Themes

None available

Relevant Previously-identified Engagement Themes

Engagement feedback in the Report was generally presented as thematic responses based on feedback received through various engagement events. The most relevant and common engagement themes previously identified were:

- Accessibility in physical design and access for parking stalls and pay stations was important

- More education and information is needed about accessible parking programs
- Flexibility and ease of payment options was important
- Availability of accessible parking stalls was a challenge
- Accessible parking stalls were unaffordable to users

Overall Themes

As queried engagement feedback was unavailable, the relevant previously-identified engagement themes noted above will be utilized to summarize the engagement feedback:

- Ensure parking stalls and pay stations are physically accessible through thoughtful design
- Improve education about accessible parking programs to increase utilization
- Improve the flexibility of payment options for accessible spaces
- Better improve the supply of available accessible parking spaces
- Improve the affordability of accessible parking spaces

Consolidated Relevant Engagement Themes

- Ensure parking stalls and pay stations are physically accessible through thoughtful design
- Improve education about accessible parking programs to increase utilization
- Improve the flexibility of payment options for accessible spaces
- Better improve the supply of available accessible parking spaces
- Improve the affordability of accessible parking spaces

ENGAGEMENT THEME SUMMARY

Utilizing the consolidated, relevant engagement themes from each project identified in this document, an overall list of engagement themes was established. Reviewing these consolidated engagement themes in greater detail, the following emerged:

- Ensure the transportation system, especially the public transit and active transportation networks are well-connected, efficient, safe, accessible, affordable and barrier free for all Edmontonians of varying demographics and mobility capabilities
- Expand and enhance the transit and active transportation networks to enable mode-shift away from automobile usage
- Support the utilization of the public transit network as well as support major nodes and corridors through the provision of affordable and accessible parking opportunities
- Improve the accessibility, affordability and design of accessible parking spaces

Next Steps

This engagement review will be utilized in alignment with the review of best practices uncovered through the jurisdictional scan and the review of current public parking management approaches used by the City of Edmonton. The findings will support the development of the Public Parking Action Plan.

APPENDIX A - ENGAGEMENT REPORTS

Engagement Feedback

As identified in the Detailed Approach section, each report was referenced and assessed for its Queried Engagement Themes; Previous Engagement Themes, and Summary Engagement Themes.

The reports include:

- The City Plan (Phase 1, Phase 2, Phase 3a, Phase 3b Phase 4)
- Open Option Parking Project (Advanis Quantitative Report, Preferred Options Survey report)
- Bike Plan (Phase 1, Phase 2, Phase 3)
- Curbside Accessible Parking Project