

On-Street Parking

Program Description & Goals

The On-Street Parking Program supports traffic safety, access to goods and services, economic vitality, and neighborhood livability, by using data to manage public parking and develop parking programs and regulations in the right-of-way. This program manages on-street parking citywide, including parking meter districts, parking permit areas, timed parking zones, special parking zones, and other parking controls. The program works with residents, business owners, City traffic engineers, the Portland Police Bureau, Portland Fire & Rescue, Portland Streetcar, and Trimet, to design and operate an effective parking system.

Over the past year, PBOT engaged in a rigorous exercise to establish a new performance measure set for FY 2019-20. The purpose of this effort was to enhance transparency and provide increased insight into programmatic performance across our bureau. The measures that were defined for this program area are reflected below. Where measures are newly established, historical data is not currently present.

Measure Title	PM 2016-17 Actuals	PM 2017-18 Actuals	PM 2018-19 Target	PM 2019-20 Target	Strategic Target
On-street parking expenses as a percentage of revenues	23%	21%	23%	20%	0
Number of Transportation Wallets distributed	N/A	N/A	N/A	1,848	0
Number of area parking permits issued	31,629	33,194	N/A	31,500	0
Number of area parking permit 'opt-outs'	N/A	732	N/A	900	0
Number of special parking permits issued	0	N/A	0	2,600	0

Explanation of Services

The on-street parking system is managed to enhance traffic safety, improve circulation, support the economic vitality of business districts, encourage the use of off-street parking, reduce congestion, maintain air quality, and promote the use of alternative modes by managing the supply and price of on-street parking. Meter districts support economic vitality and access to services by encouraging turnover of parking spaces. Outside of the downtown meter district 51% of the net meter revenue is invested back into the district by funding transportation projects and programs. This provides an important incentive for neighborhoods to install meters and actively manage their on-street parking. Parking permit areas support neighborhood livability and access by discouraging long-term parking by commuters. Price has shown to be a good tool to manage parking and in two of the permit areas a permit surcharge is added to the base cost of a permit and these funds go back to the districts to fund transportation demand management tools such as the Transportation Wallet to reduce the demand on on-street parking. Timed parking zones in business districts and loading/unloading zones in business and commercial areas support economic vitality. Special parking zones adjacent to hospitals, schools, and other institutions support access to services.

The On-Street Parking Program continuously works to improve efficiency and effectiveness in providing parking management, maintaining parking meters, and processing parking permits. This program has developed initiatives to improve equity, access, and customer service, including;

- Parking Kitty app for mobile payment at parking meters,
- Transportation Wallet program to encourage multimodal transportation,
- Disabled parking permits and scratch-off tickets to accommodate drivers who may have trouble walking to and from meters, and
- Reduced permit fees for low-income residents and workers in Central Eastside and Northwest Portland.

Parking Kitty is the mobile payment app that allows customers to use their mobile phone to pay for on-street parking. Parking Kitty helps consumers reduce clutter by allowing them to ditch cash, physical credit cards, and even paper receipts. It can save time for customers who would like to start re-start a parking session without taking the time to go back to their vehicle. In addition to customer convenience it also reduces PBOT bank transaction fees; there is no bank fee added when customers purchase an additional session with Parking Kitty.

The Transportation Wallet is a suite of passes and memberships for people to use active transportation and is available to residents and employees free or at a substantially reduced price. Since the Wallet was launched in 2016 over 2,000 Wallets were purchased or provided for free in NW and Central Eastside.

Equity Impacts

The On-Street Parking Program actively engages in accommodating disability parking throughout the city to better serve the needs of disabled residents and visitors. On-street disability parking signs are installed to designate spaces disabled spaces and wheelchair spaces. There are also a permit programs that serve disabled placard holders, so they may park with reduced cost within metered areas where they live or work and achieve closer proximity to their destination. We also have a scratch-off permit program so that disabled parkers may stay longer in metered spaces than the allotted time (throughout the meter day if need be), and otherwise allow stays up to three hours when paying for a two-hour meter.

Projects and programs funded with permit surcharge and net meter revenue will be evaluated using the PBOT equity goals to help address infrastructure deficiencies and alleviate transportation burden on low income, underserved and communities of color. For example, there was outreach in the NW District targeted to low income residential buildings regarding the Transportation Wallet and other transportation projects and programs. Project lists are developed with input from advisory committees and the 2035 Comprehensive Plan policies relating to equity and community engagement.

Outreach conducted in existing parking districts, permit areas and during development of pilots and parking management plans will strengthen public engagement for communities of color and immigrant and refugee Communities.

The two parking districts that have added surcharge to their base permit fee have a low-income provision. Low-income residents do not pay the added surcharge if they meet the income guidelines outlined in their district.

Changes to Program

There has been increasing demand for parking services over the past years due to increased population, increased business activity, and new construction. The On-Street Parking Program works with stakeholders to provide parking services to accommodate increased demands and manage on-street parking based on parking utilization data. This includes expanding meter areas, implementing new area parking permit areas and expansions of existing permit areas to be consistent with the newly adopted Parking Management Manual, Transportation System Plan and the Comprehensive 2035 Plan.

Parking meter revenue has grown over recent years due to the implementation of new meter districts, the standardization of time limits, and other changes. Parking permit revenue has grown due to increased number of permits issued.

Program Budget

	FY 2016-17 Actuals	2017-18 Actuals	2018-19 Revised	2019-20 Adopted
Bureau Expense				
External Materials and Services	4,483,326	4,947,355	7,482,900	7,599,396
Internal Materials and Services	428,320	298,662	187,312	110,604
Personnel	3,115,712	3,293,642	3,895,688	4,014,100
Fund Expense				
Contingency	0	0	-360,500	13,117,738
Sum:	8,027,358	8,539,660	11,205,400	24,841,838
FTE	31.75	31.9	34	34

Resources: This program generates revenue from parking meter and parking permit fees. Meter district revenues pay for capital, operating, and maintenance costs of the meter system. Permit revenues pay for permit processing. Any remaining revenues are allocated to support transportation services within meter districts, permit areas, and citywide.

Expenses: The main expenses for managing the parking system are parking meter machines and parts, meter back-office fees, bankcard processing fees, and consultant contracts. This program has set-aside in contingency for future planned expenditures. This includes meter revenue set aside for future capital replacement costs, net meter revenue set aside for future district projects, and area parking permit surcharge revenue set aside for future permit area projects.

Historical expense and FTE figures may show large discrepancies due to recent changes in the bureau's program structure in response to the City's transition to program offer budgeting.

Staffing: The On-Street Parking Program includes ten engineering and meter technician positions, 12 coordinator positions, 12 customer support, analyst, and manager positions; about five of these positions provide services for the Parking Garage Program. This program has added positions in recent years, to provide parking services for new meter districts and new parking permit areas, including Central Eastside and Northwest Portland.

Assets and Liabilities: This program owns and operates roughly 1,900 parking meters. 85% are in very good condition, and 15% are in good condition.

Program Information

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