

Curb Access & Parking Plan

Phase Two Engagement Summary Report



Acknowledgements

Land acknowledgement

We respectfully acknowledge that we live and work on the traditional and unceded territories of the Skwxwú7mesh (Squamish) and sə́lilwətał (Tsleil-Waututh) Nations. The City of North Vancouver is committed to Reconciliation with these Nations, who have lived on these lands since time immemorial.

Thank you

Thank you to everyone who completed the survey, attended a workshop, met with staff at a pop-up event, and shared feedback on this project. Your input provides richer, experience-based context to the technical, operational, and historical knowledge the City applies to decision-making. We appreciate your time and value your input as we advance this vital work.

The City thanks Spur Communication, who supported the engagement process for this Plan, including facilitation of workshops, the consolidation and analysis of engagement findings, and initial development of this report.

Table of Contents

Executive Summary	4
Phase 2 Engagement Approach	5
How We Engaged	7
Who Participated	9
What We Heard	12
Key Takeaways	16
Next Steps	17
Appendix 1: Full Survey Results	18
Appendix 2: Event Engagement Summary	39

Executive Summary

The Curb Access & Parking Plan (CAPP) is an initiative aimed at updating how residents and visitors interact and engage with curb space in the City of North Vancouver. In anticipation of the City's evolving needs and mandated growth, this planning process has been guided by important goals to:

- improve parking reliability
- support businesses through better curb space management, and
- make the curb more accessible for residents, businesses, and visitors alike when and where needed.



In June and July 2024, the City of North Vancouver conducted a second phase of comprehensive city-wide engagement on the emerging Curb Access & Parking Plan (CAPP). This report provides information on the Phase 2 engagement process, who participated and what they shared, as well as fully analyzed quantitative and qualitative results.

In brief, the primary objective of Phase 2 engagement was to understand and gauge community views on proposed parking management and curb access policy changes, ensuring the final plan would be responsive to the diverse needs of those looking to access curb space in the City. Throughout a six week period, our planning team, communications and engagement staff, suppliers, and advisors worked to engage residents, businesses, and interest holder organizations in a conversation about emerging policy changes including paid parking in high-demand areas, the Resident & Visitor Parking Policy, loading zones, accessible parking, car-share parking, and other unique or special-use parking.

With more than 1400 touchpoints via workshops, an online survey, pop up community events, emails, and letters, we have gained a demonstrable picture of public priorities, challenges, technical and project preferences, and valuable information to help shape a final plan for a decision by Mayor and Council.

Overall, the engagement process revealed a desire among participants for more reliable and accessible parking options. There was diverse feedback and sentiment across all five policy changes.

Key themes include:

- People generally don't like paying for parking, but it is recognized as an effective method of managing parking demand in busy areas.
- There is public understanding that modernizing the Resident & Visitor Parking Policy is necessary, with support for a fair approach that maintains resident priority.
- There is support for more short-term loading zones to accommodate pick-ups and drop-offs, as well as quick deliveries.
- There is demand for more accessible parking spaces for people with disabilities, particularly in busy areas.
- There is recognition that special-use parking can provide benefits, and that it should be carefully considered before adjustment and/or implementation.

Phase 2 Engagement Approach

Well designed public processes bring people together to explore issues from many perspectives. They can lead to better outcomes by opening up channels of local knowledge, experience, and concerns to guide decision makers – essentially including those who stand to be affected – into solutions design. This approach is critical when dealing with projects that involve competing underlying values and trade-offs that cannot be resolved through technical solutions alone. Durable policies require adaptive cultural and community approaches alongside technical ones. This approach was the cornerstone of both phases of public and interest holder engagement on CAPP.

Phase one, completed in winter 2023, sought feedback from residents, businesses, and other interest holders on a range of issues related to curb access and parking such as availability, accessibility, and enforcement. This phase of engagement was designed to listen for the community's concerns and preferences, which, alongside technical analysis and policy research, helped shaped a series of emerging policy solutions. Read the [Phase 1 engagement summary](#) here.

Phase 2: Validating the Proposed Changes with the Community

Phase 2 engagement took place from June 17 to July 18, 2024. It was designed to share and test these emerging policies, with a particular focus on outreach to specific equity deserving communities and organizations who would stand to be most impacted by policy changes. To ensure we achieved the appropriate reach and focus to these communities, the City of North Vancouver team collaborated with local businesses and organizations hosting 15 community workshops, and launched a corresponding survey on Let's Talk, the City's online engagement platform. The primary objective: to ensure that the proposed changes accurately addressed the diverse needs and challenges at the curb as identified by residents, businesses, and frequent visitors to the City.

This phase focused on providing detailed information about the proposed changes – including specific impacts on curb space access for different road users – and explained the rationale behind these changes.

This included:

- **Sharing the proposed parking policy changes:** Communicating the proposed changes informed by the previous engagement and technical analyses, to illustrate how curb space usage would be adjusted to meet community needs.
- **Providing details and rationale:** Clarifying the specifics of each proposed change, detailing which road users would have access to curb space in certain areas, along with the reasons and timing for these changes.
- **Gathering implementation feedback:** Collecting feedback from local residents, businesses, and frequent visitors on the practical aspects of implementing the proposed changes, focusing on effective strategies for a smooth rollout.



How We Engaged

The team used a mixed method approach combining an online survey with in-person workshops and face to face pop-ups in high traffic areas to ensure we could go to where people were and connect with a broad cross-section of residents, businesses, and frequent visitors.

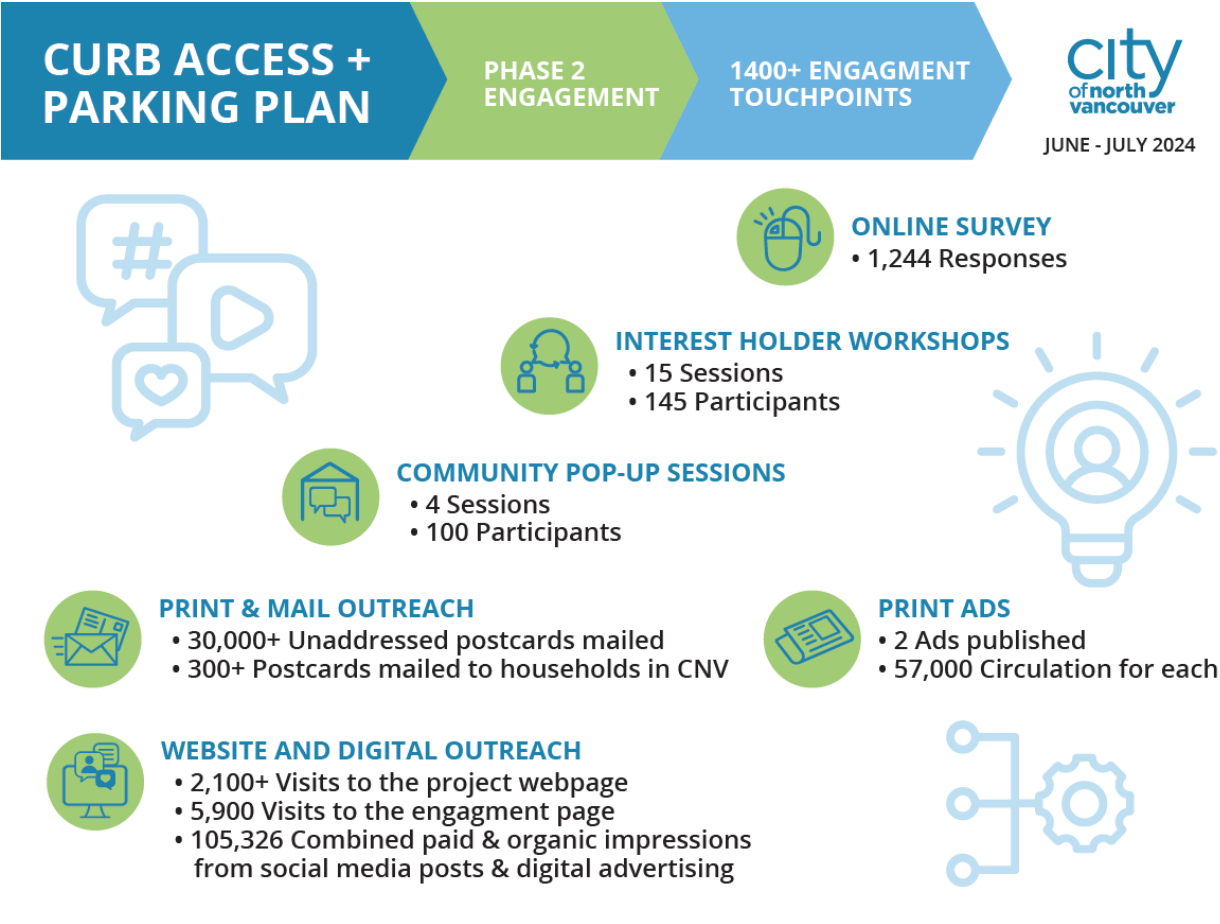
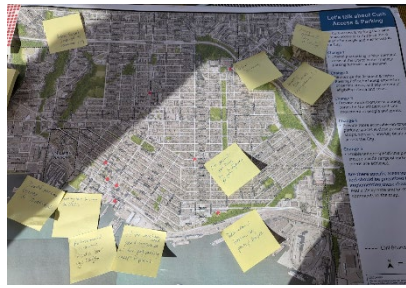


Figure 1: Phase 2 engagement reach at a glance

- Communication:** A comprehensive communications plan was developed to create a wide reach and awareness within the community about the proposed parking changes and the rationale. This included a community-wide mail out to 30,000 households, out-of-home advertising on bus shelters, paid and organic social media outreach, proactive media relations, as well as easy to understand educational materials available on the Let’s Talk platform and cnv.org .
- Let’s Talk online survey:** An online survey was completed by 1,244 participants, which provided valuable insights into the community's perspectives and preferences.

- **In-person workshops:** City staff hosted 15 in-person workshops to facilitate in-depth discussions with a broad cross section of residents, community organizations, business-owners, and equity deserving groups. The workshops saw a total of 145 attendees and provided an opportunity for participants to engage directly with City staff, ask questions, and share their views on the proposed adjustments to curb access and parking. The workshops were tailored to gather detailed feedback and foster meaningful dialogue.
- **Pop-up events in Central and Lower Lonsdale:** To reach a wider audience, City staff facilitated four pop-up events, including two at Civic Plaza, one at the Shipyards, and one at the parklet at 1st and Lonsdale. These events prompted over 100 discussions with residents, visitors, and business owners, allowing passersby to learn about the proposed changes, ask questions, and provide immediate feedback. It was an effective way to engage with people who might not have participated in the online survey or workshops.



Who Participated

Online Survey Respondents

The online survey gathered responses from 1,244 individuals with varying relationships to the City of North Vancouver.

Distinct differences emerged between the survey responses and the feedback gathered during the workshops. Survey respondents represented a broad cross-section of residents, along with people who work and visit the City. There were a wide range of comments regarding the potential benefits and implications of the proposed policy changes.

Respondents emphasized the need for fairness and accessibility, especially for vulnerable groups such as lower-income households and individuals with mobility challenges. The survey data underscored the importance of designing a parking system that does not disproportionately impact any particular demographic group.

In order to learn more about the interests and experiences of community members, survey participants were given the option to answer demographic questions. This data allows the City to discover more about issues of equity and impacts on different groups within the community.

- **Demographics of respondents:** The majority of respondents (80%) are residents of the City of North Vancouver, demonstrating a strong local interest in the plan. Additionally, 27% of respondents work in the city, 13% are visitors, 1% attend school, and 11% live in neighbouring communities. This mix of respondents highlights the regional impact of the City's policies and the importance of considering both resident and non-resident perspectives.
- **Neighbourhood representation:** Among the City's neighbourhoods, Central Lonsdale (31%) had the highest representation, followed by Lower Lonsdale (26%), reflecting their central location and higher population density. Other neighbourhoods, such as Moodyville (4%), Grand Boulevard (5%), and Marine-Hamilton (4%), also provided valuable input, ensuring the City heard from a range of community voices.
- **Housing and living situations:** The survey also collected data on the types of homes respondents live in, revealing a diverse housing stock and residents with varying experiences of parking. Most respondents live in condos or apartments (52%), followed by those in single detached houses (30%) and those in townhouses or similar multi-family housing (23%).
- **Transportation preferences:** Personal vehicles, primarily gas or diesel-fueled (82%), were the predominant mode of transport, highlighting the importance of road infrastructure and parking policies. Walking (40%) and public transit (20%) also emerged as significant modes of transport, emphasizing the need for a balanced approach to transportation planning.

- **Community diversity:** The demographic data revealed significant diversity within the community. Respondents included individuals from racialized communities (12%), Indigenous peoples (2%), and new Canadians (2%). The survey also identified several individuals with disabilities, both mental (9%) and physical (8%), and members of the 2SLGBTQI+ community (9%). The presence of single-income households (24%) and those with dependents (16%) further highlighted economic diversity, emphasizing the need for equitable and supportive policies.

In-Person Workshop Participants

In addition to the survey, the City of North Vancouver facilitated 15 in-person workshops with various interest holder groups, including government representatives, business owners, seniors, newcomers, and residents (Summaries provided in Appendix 2). This included:

- **City Committees:** Integrated Transportation Committee; Advisory Planning Commission; Social Planning Advisory Committee; North Shore Advisory Committee on Disability Issues; and the Urban Development Institute Development Liaison Committee.
- **Workshops:** Lower Lonsdale Business Improvement Area Executive Board; Central Lonsdale Business Improvement Area Executive Board; Waterfront Stakeholders Group; Lions Gate Hospital; TransLink Last Mile Urban Freight Task Force; Peer Agencies and Partners; Businesses and Community Organizations; and Residents
- **Equity-deserving Workshops:** North Shore Seniors Action Table workshop; and a newcomers workshop in partnership with Impact North Shore.

These workshops provided helpful insights into different community groups' specific demographic concerns and priorities.

For instance, seniors expressed significant concerns about the availability of accessible spaces and the potential financial burden of new parking fees for residents living on fixed incomes. They highlighted the need for adequate drop-off zones and accessible public transit options to accommodate individuals with mobility impairments. The feedback from seniors underscored the importance of ensuring that any changes to the parking system do not negatively affect their ability to navigate the City and access essential services.

Similarly, newcomers to the City expressed reservations about potential increases in parking costs. This group emphasized the need for clear communication regarding how parking revenues would be reinvested into community services. They advocated for transparency and accountability in using funds, suggesting that visible improvements to public amenities could help garner support for the proposed changes. The concerns of newcomers reflected a broader sentiment across all groups about the necessity of transparent and effective communication from the City of North Vancouver. Participants consistently called for clear, accessible information about the rationale behind policy changes and the benefits these are expected to bring to the community.

Business owners also provided valuable feedback during the workshops. They were particularly concerned about the impact of extended pay parking hours on customer access and local commerce. While there was recognition of the need for efficient parking management, business representatives stressed the importance of maintaining convenient short-term parking options to support local businesses. They suggested that a balanced approach is crucial, one that facilitates urban mobility while also supporting the economic vitality of commercial areas.



What We Heard

Following the engagement activities – including the online survey, in-person workshops, and pop-up events – the City analyzed the input, experiences, and insights shared by respondents to identify key themes, concerns, and opportunities relating to each of the proposed policy changes. The information that follows is a summary of what was heard, reflecting the priorities and perspectives of those who participated in the process.

Change 1: Expand pay parking in high-demand areas to increase parking turnover and availability.

- **Challenges with existing parking availability:** There was widespread dissatisfaction with the current parking availability, especially in high-demand areas like Lower and Central Lonsdale. Respondents reported that it was often challenging to find parking, which adversely affected residents and local businesses. The scarcity of parking spaces was seen as a significant issue, leading to frustration and inconvenience. The expansion of pay parking was recognized as a potential solution to improve turnover and availability.
- **Need for increased enforcement:** Several respondents emphasized the need for better enforcement of parking regulations. They felt that without strict enforcement, the effectiveness of any new parking policies would be limited. Participants raised concerns about issues like illegal parking, misuse of loading zones, and the need for consistent application of rules to ensure fairness. Enhanced enforcement was seen as essential to the success of any pay parking initiatives.
- **Concerns about the impact on residents' costs:** Some respondents were concerned about the financial implications of expanded pay parking on residents. They emphasized that living costs in the City of North Vancouver were already high and that additional expenses, such as increased parking fees, could further strain household budgets. This concern underscored

“As long as the data is analyzed each year and pricing adjusted as suggested (in an open way) then I think it's a good idea.”

“I feel like our city is already expensive and I worry for low-income families.”

the need for the City to consider the economic impact on residents and to offer mitigating measures, such as discounts or exemptions for specific groups.

Change 2: Update the Resident and Visitor Parking Policy by expanding the geographic coverage, and adjusting the eligibility criteria and costs.

- **Financial impact on residents:** There was unease regarding the financial implications of changes to the cost structure for parking permits. Many participants worried that increased fees would exacerbate the already high cost of living in the City of North Vancouver. The potential for higher parking costs was seen as an additional burden on households, particularly for those on fixed or lower incomes, making it harder for them to afford basic living expenses.
- **Need for increased enforcement:** Many comments highlighted the necessity for stronger enforcement of parking regulations. Participants expressed frustration regarding non-

"I hope that people with access to off-street parking (garages, underground parking) begin to use them"

"I definitely support expanding access to residential permits. If paid parking was implemented without enabling residents a permit to park their cars, it would be entirely impractical."

permitted vehicles overstaying in time-limited zones, which they felt undermined the effectiveness of current policies. There was a desire for the City to implement more rigorous enforcement measures to ensure compliance with any new rules, thereby enhancing the overall efficiency of the parking system.

Change 3: Expand short-term loading zones for the efficient and safe movement of people and goods.

- **Loading needs on the Lonsdale corridor:** Respondents consistently emphasized the importance of addressing loading needs in Lower Lonsdale and Central Lonsdale. These areas are noted for their high-density commercial and residential development, leading to frequent congestion. The feedback highlighted that existing loading zones must be more robust to meet the demand. Currently, delivery vehicles and ride-sharing services resort to double parking in travel lanes. This behaviour disrupts traffic flow and poses safety hazards for pedestrians and other road users. Respondents suggested prioritizing these locations to alleviate pressure and improve overall traffic safety.

"I feel that enforcement will still be heavily needed to prevent the issues around double or illegal short-term parking."

"This is so desperately needed. There should be a loading zone for every multi family apartment"

- **Loading zone support and concerns:** While many respondents supported this proposed change, recognizing the need for more organized and safe loading zones, there were also concerns. Some were skeptical about enforcing these new zones, questioning whether there would be adequate measures to ensure compliance. There were specific mentions of challenges with ride-sharing services, like Uber, where drivers might not adhere to designated loading zones, potentially leading to ongoing issues.

- **Suggestions for implementation:** Respondents offered practical suggestions for implementing the proposed changes. One recurring suggestion was the establishment of parcel lockers for consolidated deliveries, to reduce vehicle demand in busy areas.

Change 4: Provide more accessible on-street parking spaces in close proximity to shops, services, and key destinations across the City.

- **Signage, visibility, and awareness:** Respondents emphasized the importance of visible, well-marked accessible parking spaces that are easy to locate and are distinguished from general use parking. There were calls to improve communication on these spaces, through an online map or app.
- **Need for increased enforcement:** Respondents consistently noted the misuse of accessible parking by unauthorized vehicles, suggesting that stricter enforcement is essential to maintaining the availability of these spaces for those who need them.

"I think enforcement of accessible spots is important. More often than not, those in the accessible spots do not have SPARC passes."

- **Targeted expansion and equitable parking solutions:** Many respondents identified key areas like Lower Lonsdale and Central Lonsdale as needing additional accessible parking. There were also responses who expressed hesitation for reducing general use parking supply.

Change 5: Enable unique special-use parking to ensure a wide range of curbside space needs are achieved.

- **Sustainable and equitable transportation solutions:** Respondents had mixed support for initiatives promoting sustainable transportation, such as the expansion of EV charging hubs and secure parking for bikes and micromobility devices. There was a clear preference for policies that facilitate car-sharing without dedicating additional spaces solely for car-share vehicles. Participants emphasized the need for a balanced approach that supports diverse transportation options while maintaining general parking availability, particularly in high-demand areas.

"EV hubs should not be on street - if people want electric cars plug them in on your property and leave parking for people needing the space."

- **Strategic management and allocation of curbside space:** There were significant concerns about how curbside space is allocated, particularly for micromobility devices, tour buses, and outdoor seating areas such as patios. Respondents highlighted the need for better management and organization of these spaces to prevent clutter, safety hazards, and parking shortages. While some participants appreciated the value of patios for enhancing public life, many opposed reducing street space for outdoor seating, arguing that it

exacerbates parking challenges in high-demand areas. This theme underscores the importance of thoughtful, well-managed use of curb space to meet various community needs while balancing the demand for parking, pedestrian areas, and other public uses.

- **Community-specific priorities and suggestions:** Feedback reflected diverse neighbourhood-specific requests and suggestions for improving parking and curb space management. Residents in high-density areas like Lower Lonsdale and Central Lonsdale are supportive of targeted pilot programs to address local parking challenges before broader implementation. Additionally, there was support for the safe and active school travel initiative, with requests for protected bike lanes and safe crossing zones. Respondents also provided constructive suggestions, such as covered bike parking and strategic placement of EV charging stations, emphasizing the need for detailed planning and community engagement to ensure effective implementation.

“Car share, scooters, bikes, etc. already have an abundance of parking with few limitations”

Key Takeaways

The second phase of engagement produced several overall insights providing valuable guidance for future planning and policy development.

- 1. Diverse community support and concerns:** The engagement process revealed a broad spectrum of community support and concerns regarding the proposed changes to curb access and parking management. There was consensus on the need for efficient parking management and a balanced approach that accommodates various needs, including those of residents, businesses, and visitors.
- 2. Challenges with current parking availability, and neutral acceptability for pay parking:** Dissatisfaction with existing parking availability, especially in high-demand areas like Lower and Central Lonsdale, highlights the need for management of parking resources. Expanding pay parking and improving enforcement were recognized as solutions to increase turnover and improve parking availability. Consistent feedback was received to set the lowest possible rate to create parking availability, while prioritizing affordability.
- 3. Importance of fairness and affordability for parking permits:** Participants emphasized the need for fair parking policies. Concerns about the financial implications of increased parking fees and the importance of eligibility criteria for parking permits underscore the necessity of considering the needs of vulnerable groups, such as low-income residents, seniors, and individuals with disabilities. Transparent communication about policy goals and benefits was also seen as important.
- 4. Need for improved enforcement:** The feedback consistently emphasized the importance of better enforcement of parking regulations. Enhanced enforcement measures were seen as crucial for preventing abuses like illegal parking and misuse of loading zones, thereby improving overall parking efficiency and fairness.
- 5. Addressing specific area needs for loading zones and accessible parking:** Lower Lonsdale and Central Lonsdale were among key areas identified as needing more accessible parking spaces due to high demand. Participants suggested prioritizing these areas for implementation of accessible parking solutions, along with clear signage and visibility, to ensure these spaces are easily identifiable and not misused.
- 6. Mixed feedback for special-use parking:** A balanced approach needs to be considered for special-use parking. There is openness to expanding EV charging hubs, supportive car-share policy, tour bus parking, and secure parking for bikes, cargo bikes, and micro mobility devices. However, there is hesitation of these being accommodated if it reduces the amount of general use parking in high-demand areas.

Next Steps

Following the conclusion of the Phase 2 Public and interest-holder engagement, the City has gained crucial insights from residents, businesses, and visitors regarding the proposed policy changes on curb access and parking management. City of North Vancouver staff will integrate these insights alongside technical analysis to finalize the strategy and develop an implementation plan. This plan will be presented to City Council for endorsement.

If endorsed, the City will commence the phased implementation and monitoring of the policy changes starting in the spring of 2025. This period will allow for careful observation and iterative adjustment of the changes, ensuring they effectively meet the evolving needs of the community.

Stay informed

Read more about this project at cnv.org/curb. Contact the project team at cityparking@cnv.org.



Appendix 1: Full Survey Results

Proposed policy change questions

Proposed Change #1: Expand pay parking in high-demand areas to increase parking turnover and availability.

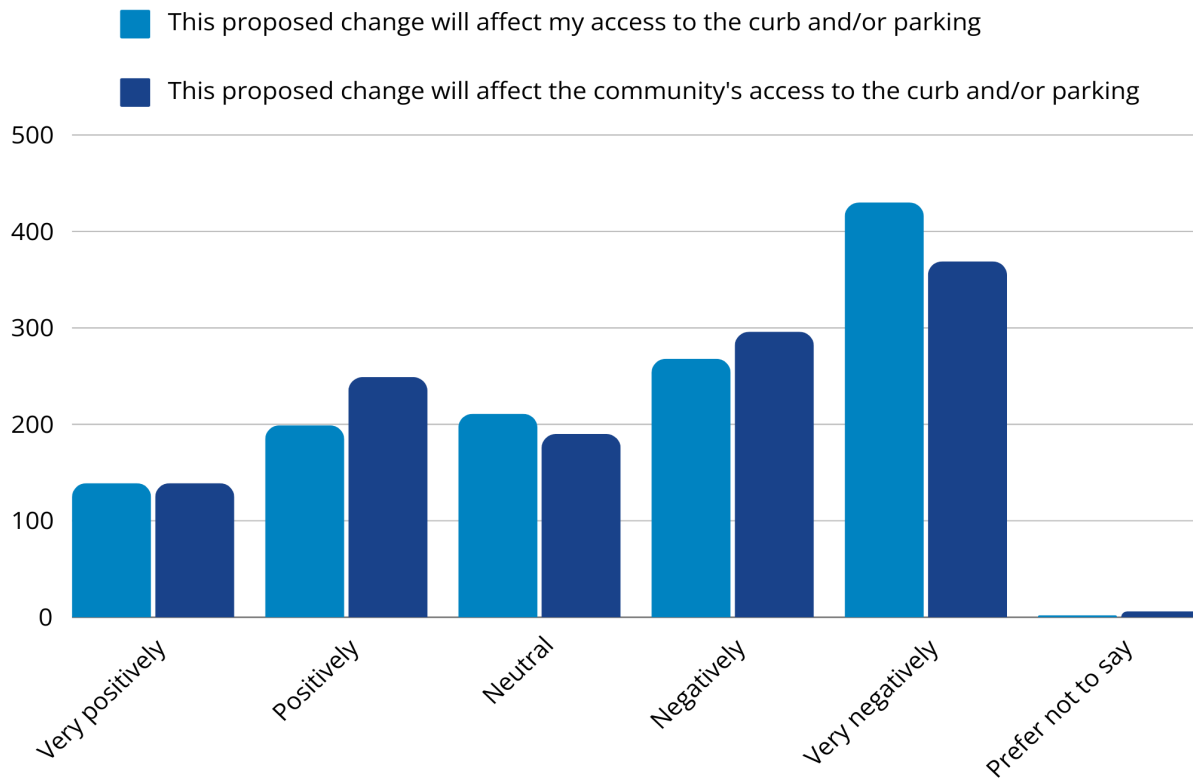
Why? Right now, parking in our busy areas is frequently full, resulting in significant circling for parking, impacting businesses, people's time, and the environment.

What will this look like?

- We will regulate high-demand areas through pay-parking, ensuring that there's always 1-2 spaces available per block at any given time.

Q1. How would you rate this proposed change?

The proposed expansion of pay parking in high-demand areas is generally viewed negatively by respondents. A majority of respondents believe the change will negatively impact both their personal access to parking and the community's access, with negative and very negative responses outweighing positive ones. Neutral opinions are also prevalent.



Q2. Are there specific areas in the community you feel should be prioritized to implement this change and/or do you have anything else to share?

Most of the responses focused on practical suggestions and observations about the proposed change without expressing strong positive or negative biases.

Some respondents had concerns about the potential negative impacts of this proposed change, particularly in terms of equity, affordability, and possible adverse effects on local businesses. Positive feedback highlighted the benefits of improved parking availability, reduced congestion, and environmental advantages.

Among respondents who identified as working in the City, 28% expressed concern about parking costs, while 21% noted that finding parking in high-demand areas is becoming more challenging.

The responses have been summarized into the following high-level themes:

- **Paid parking (313 mentions):** Respondents largely acknowledged the potential effectiveness of this measure in managing parking availability and reducing the time spent searching for parking spaces.
- **High-demand areas (269 mentions):** Many responses highlighted specific high-demand areas that would benefit from the proposed change. Suggestions included busy commercial districts, popular recreational areas, and streets near public transit hubs.
- **Parking availability (121 mentions):** Concerns about the general availability of parking were raised, with respondents noting that parking spaces are often difficult to find in busy areas. The proposed change to expand paid parking was seen as a potential solution to this issue.
- **Equity and affordability (72 mentions):** Feedback emphasized the importance of ensuring that parking remains affordable and accessible to all residents, particularly those with lower incomes. Respondents expressed concern that expanding paid parking could disproportionately impact vulnerable groups.
- **Parking enforcement (52 mentions):** Suggestions included increased monitoring and stricter penalties for parking violations to ensure compliance if pay parking were expanded.
- **Local businesses (50 mentions):** Respondents expressed mixed views; some believed it would benefit businesses by increasing parking turnover, while others worried it may deter customers due to additional costs.
- **Parking facilities (44 mentions):** Comments focused on the condition and adequacy of existing parking facilities. Respondents suggested that improvements to facilities could complement the expansion of paid parking.

- **Parking regulations (44 mentions):** Respondents discussed the need for clear and consistent parking regulations. This included standardized signage and communication to ensure the public is well-informed about the new parking rules.
- **Alternative transportation (30 mentions):** Comments also included promoting alternative transportation options, like enhancing public transit services and improving bike parking to reduce reliance on personal vehicles.
- **Barrier-free access (27 mentions):** Ensuring barrier-free access for people with disabilities was highlighted as important. Respondents emphasized the need for accessible parking spaces and facilities.
- **Pricing structures (21 mentions):** Respondents recommended variable pricing based on demand, time of day, and location to optimize parking space usage.

Proposed Change #2: Update the Resident and Visitor Parking Policy by expanding the geographic coverage, and adjusting the eligibility criteria and costs.

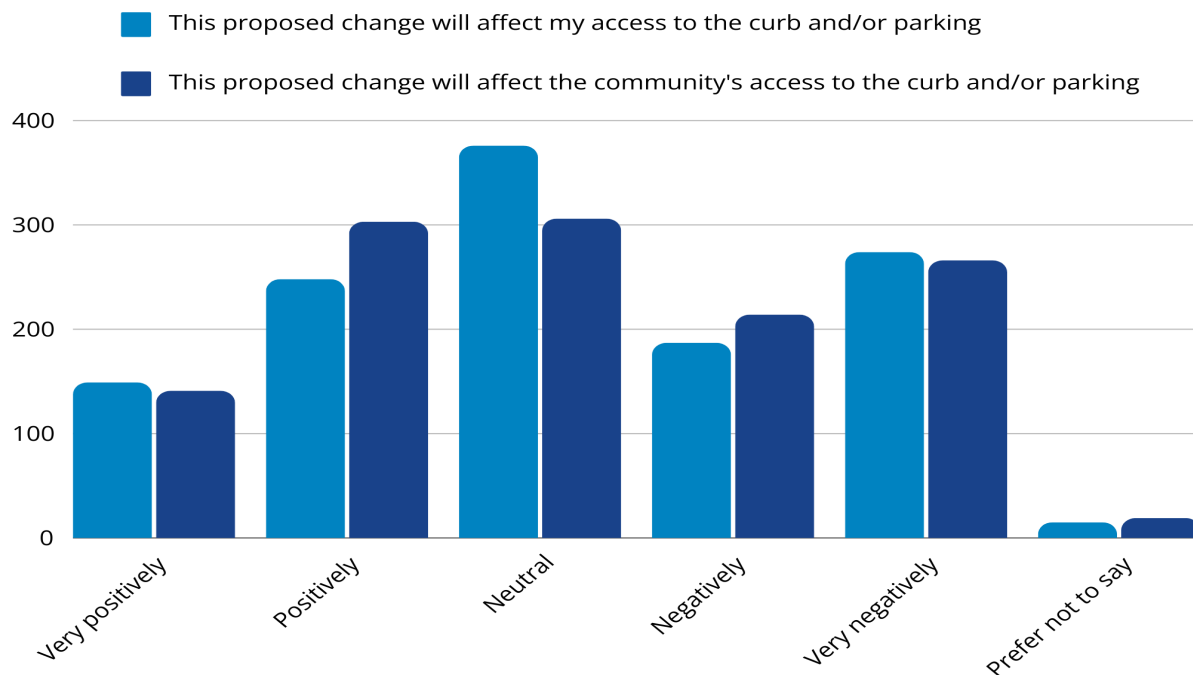
Why? This proposed change seeks to increase fairness of our resident parking, and maintain priority for residents looking to park on a street near their home.

What will this look like? We would:

- Open up permits to households in multi-unit buildings,
- Discourage purchasing multiple permits per household through the fee structure,
- Transition to all-day permit parking (instead of just daytime),
- Replace 'resident permit only' areas with short-term resident-exempt permit areas, and
- Implement a neighbourhood zone parking permit system rather than limiting people to zones directly in front of their homes.

Q3. How would you rate this proposed change?

The community is divided on the proposed change to modernize the Resident & Visitor Parking Policy, with a roughly equal distribution of positive, neutral, and negative responses. A slightly higher number of respondents feel the change will positively affect their personal access to parking compared to those who feel it will negatively impact them, while opinions on the community impact are more balanced, with positive and negative views almost evenly split.



Q4. Are there specific areas in the community you feel should be prioritized to implement this change and/or do you have anything else to share?

There was a mix of neutral, positive, and negative feedback. Most responses were neutral, focusing on practical suggestions and observations about the proposed changes. Some respondents expressed concerns about potential negative impacts, particularly related to equity, affordability, and the possible adverse effects on tourists and local businesses. Positive feedback included the benefits of improved parking availability and a more equitable system for all residents.

Among respondents who identified as living in Central or Lower Lonsdale, 22% expressed concerns about parking permit costs, availability, and fairness for residents, along with 13% naming the availability of parking as a primary need to be addressed in these changes.

The responses have been summarized into the following high-level themes:

- **Resident parking permits (215 mentions):** Respondents expressed a strong desire for an efficient and fair resident parking permit system. There were concerns about the availability and distribution of these permits, especially in high-demand areas.
- **Parking availability (154 mentions):** Feedback highlighted concerns about the overall availability of parking spaces, particularly in residential areas. Respondents noted that the proposed changes should ensure sufficient parking for residents and visitors alike.
- **Resident & visitor parking policy (123 mentions):** Discussions about the overall resident and visitor parking policy revealed a desire for clarity and fairness. Respondents requested a policy that is easy to understand and equitably enforced, ensuring that all residents have fair access to parking.
- **Parking facilities (65 mentions):** Suggestions included the improvement and expansion of parking facilities and more communication about where these spaces are.
- **Equity and affordability (63 mentions):** Equity and affordability were significant concerns. Many respondents stressed the importance of creating a policy that considers the financial impact on residents, particularly those from lower-income households.
- **High-demand areas (53 mentions):** Respondents identified many high-demand areas where parking is particularly challenging, including Lower and Central Lonsdale. Respondents suggested prioritizing these areas for the implementation of the new parking policy to alleviate current issues.
- **Permit systems (50 mentions):** Respondents provided input on how the permit system could be designed to be fair and efficient, ensuring that residents can park near their homes without undue hardship.
- **Multi-unit dwellings (41 mentions):** The inclusion of households in multi-unit buildings in the permit system was a key topic. Respondents highlighted the unique challenges faced by

residents in these buildings and a desire for tailored solutions to address their parking needs.

- **Parking enforcement (29 mentions):** Effective enforcement of parking regulations was seen as critical. Respondents believe that strict enforcement and clear communication about the rules are necessary to ensure the success of the new policy.
- **Tourism and visitors (27 mentions):** There was concern about the impact of the new policy on tourists and visitors. Respondents suggested that provisions should be made to accommodate non-residents who need parking, particularly in areas popular with tourists.
- **Construction impacts (23 mentions)** Feedback included concerns about the impacts of construction on parking availability. Respondents stressed the need for temporary solutions to mitigate parking issues during construction periods.
- **Proximity to destinations (21 mentions):** The convenience of parking in relation to key destinations was a recurring theme. Respondents highlighted the need for parking policies that consider the proximity to homes, businesses, and public amenities.
- **Parking regulations (20 mentions):** Clear and consistent parking regulations were important to participants. They suggested that well-defined rules and effective communication will help ensure compliance and reduce confusion.

Proposed Change #3: Expand short-term loading zones for the efficient and safe movement of people and goods.

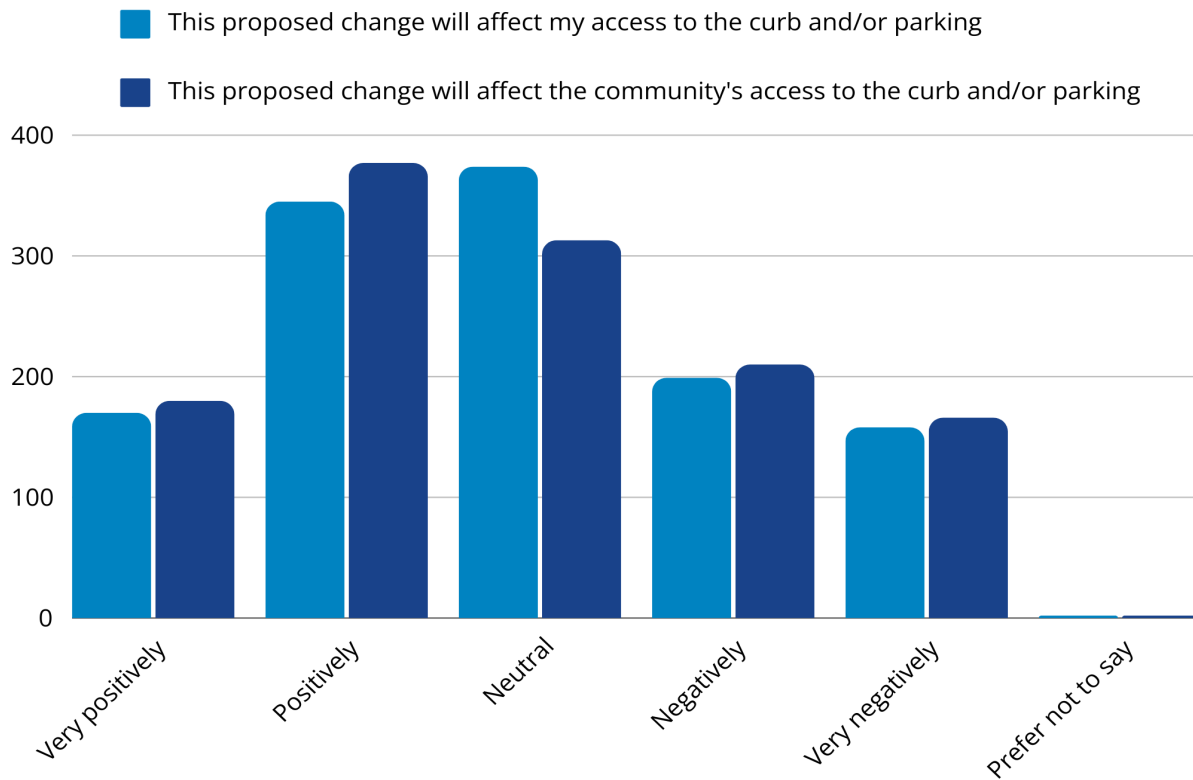
Why? Demand exceeds supply of loading zones, resulting in double parking, where vehicles park in general travel lanes, creating unsafe conditions.

What will this look like? We would:

- Provide more short-term loading zones on-street for quick loading and unloading of passengers and goods,
- Support the creation of a Regional Commercial Vehicle Loading Permit program, and
- Direct longer-term loading and unloading of goods to be undertaken off-street.

Q5. How would you rate this proposed change?

The proposed expansion of short-term loading zones is generally well-received, with more respondents viewing the change positively for both their personal access and the community's access to parking. Positive responses outweigh negative ones, although a large portion of respondents remain neutral.



Q6. Are there specific areas in the community you feel should be prioritized to implement this change and/or do you have anything else to share?

The comments reveal a mix of neutral, positive, and negative feedback. Most responses are neutral, focusing on practical suggestions and observations about the proposed changes. Some respondents expressed concerns about potential negative impacts, particularly related to enforcement, safety, and equitable access. Positive feedback highlighted the benefits of improved loading zone availability, reduced congestion, and enhanced safety. The responses have been summarized into the following themes:

- **Short-term loading zones (182 mentions):** Respondents emphasized that increasing the availability of these zones will reduce double parking and improve safety.
- **Parking availability (134 mentions):** There was a strong focus on the overall availability of parking spaces. Respondents expressed the need for a balanced approach that considers both short-term loading and general parking needs.
- **Commercial loading zones (120 mentions):** Many responses highlighted the importance of designated commercial loading zones. These zones are crucial for businesses to efficiently receive goods and services without causing disruptions.
- **Parking enforcement (103 mentions):** Effective enforcement of parking regulations was seen as essential. Respondents suggested stricter monitoring and penalties to ensure compliance and prevent misuse of loading zones.
- **High-demand areas (100 mentions):** Feedback frequently mentioned specific high-demand areas where loading zones are needed, including near schools and commercial areas. Respondents suggested prioritizing these areas to address the most pressing issues first.
- **Ride-hailing and delivery services (60 mentions):** Respondents highlighted the need for improved loading and unloading zones that don't disrupt traffic flow.
- **Lighting and safety (48 mentions):** Ensuring that loading zones are well-lit and safe was a concern. Respondents flagged the importance of safety measures to protect both drivers and pedestrians.
- **Proximity to destinations (38 mentions):** The convenience of loading zones in relation to key destinations was a recurring theme. Respondents suggested strategically placing loading zones near commercial centres and busy streets.
- **Equitable access (32 mentions):** Equity in access to loading zones was an important consideration. Respondents suggested that the new policy should ensure fair access for all users, including small businesses and delivery drivers.

- **Parking turnover (22 mentions):** Encouraging high turnover in loading zones is seen as beneficial. Respondents believe that time limits and proper enforcement can help maintain availability for all users.
- **Parking regulations (20 mentions):** Clear and consistent parking regulations are important to respondents. Well-defined rules and effective communication were seen as necessary to ensure compliance and reduce confusion.
- **Permit systems (16 mentions):** Respondents discussed how a Regional Commercial Vehicle Loading Permit program could help manage demand and streamline access to loading zones.
- **Parking facilities (14 mentions):** Suggestions included improving existing parking facilities to better support loading needs, and ensuring adequate space for loading activities to occur off-street where possible.

Proposed Change #4: Provide more accessible on-street parking spaces in close proximity to shops, services, and key destinations across the City.

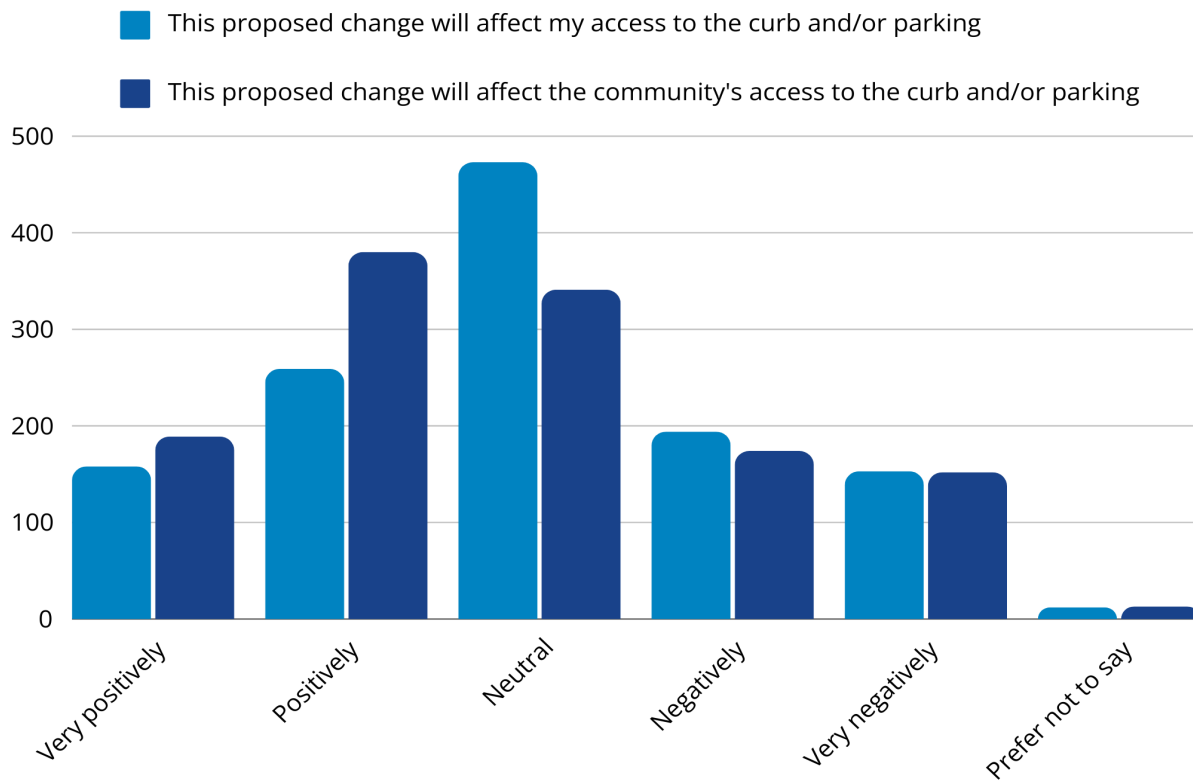
Why? Accessible on-street parking for people with disabilities is sporadic and occupied most of the time.

What will this look like? We would:

- Expand the supply of priority accessible parking spaces near commercial areas,
- Seek opportunities to increase the supply of barrier-free accessible parking spaces through development processes,
- Implement accessible pay parking where accessible parking spaces exist and are in high demand, and
- Develop an online parking map with all accessible public parking spaces in the City.

Q7. How would you rate this proposed change?

The proposed increase in accessible on-street parking spaces is generally viewed positively, especially in terms of community impact. While the majority of respondents remain neutral, positive responses outnumber negative ones for both personal and community access.



Q8. Are there specific areas in the community you feel should be prioritized to implement this change and/or do you have anything else to share?

Most responses were neutral, focusing on practical suggestions and observations about the proposed changes. Some respondents expressed concerns about potential negative impacts, particularly related to enforcement, affordability, and the equitable distribution of accessible parking spaces. Positive feedback included the benefits of improved accessibility, enhanced convenience, and support for local businesses. The responses have been summarized into the following high-level themes.

- **Accessible on-street parking (185 mentions):** Comments emphasized the need for more accessible on-street parking spaces. Respondents frequently mentioned that current accessible parking spots are insufficient and often occupied. There is a request for expanding the supply of accessible parking, especially near commercial areas and key destinations.
- **Parking enforcement (83 mentions):** This theme reflects concerns about the enforcement of parking regulations. Respondents mentioned issues with non-compliance, such as unauthorized vehicles occupying accessible parking spots. Improved enforcement measures are suggested to ensure that rules are followed for parking in accessible spaces.
- **Paid parking (71 mentions):** Comments about paid parking for accessible spaces included both support and opposition. Some respondents believed that implementing paid parking for accessible spaces could help manage demand, while others argued that it could create barriers for people with disabilities. There were suggestions for a balanced approach that considers affordability.
- **Barrier-free access (68 mentions):** Respondents emphasized the importance of barrier-free access to parking spaces. This includes ensuring that parking spots are not obstructed by physical barriers and are easily accessible for people with disabilities. Suggestions include better design and placement of accessible parking spots.
- **Equitable access (39 mentions):** Respondents requested a fair distribution of parking spaces, ensuring that people with disabilities have equal opportunities to park near their destinations.
- **Equity and affordability (31 mentions):** There was concern that paid parking could disproportionately impact those with limited financial resources. Respondents suggested that parking policies should consider equity and affordability to avoid creating additional burdens.
- **Parking facilities (29 mentions):** Feedback included suggestions for improving parking facilities, such as better signage, lighting, and maintenance. Respondents mentioned that

well-maintained and properly equipped parking facilities enhance the overall accessibility and usability of parking spaces.

- **Permit systems (26 mentions):** Respondents discussed the need for an effective permit system to manage accessible parking spaces. Suggestions include stricter eligibility criteria for permits and better enforcement to prevent misuse. There was also a call for a streamlined process for obtaining and renewing parking permits.

Proposed Change #5: Enable unique special-use parking to ensure a wide range of curb space needs are achieved.

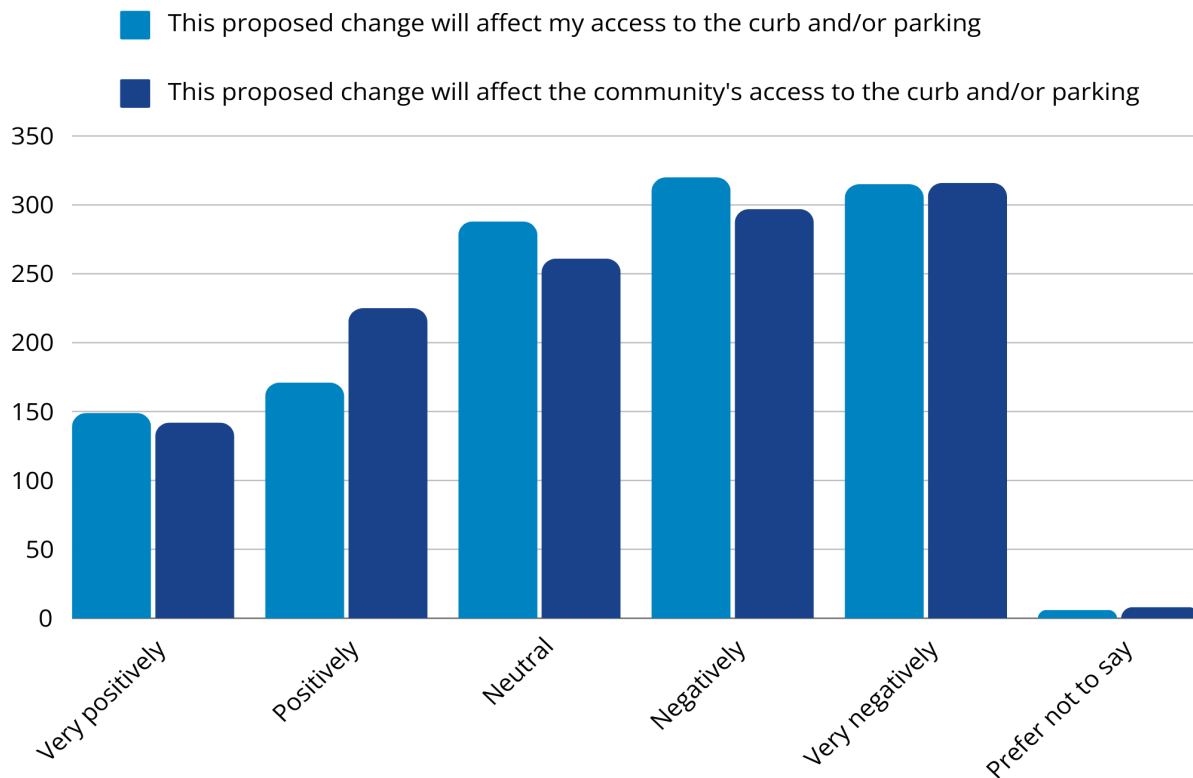
Why? This proposed change is focused on ensuring our curb access and parking policies reflect all the current and emerging changes in uses and demands.

What will this look like? We would:

- Dedicate spaces for car-share vehicles to pick-up and drop off customers,
- Provide more shuttle/tour bus parking,
- Maintain curb space for bike and micromobility device (e.g. e-scooters) parking where there isn't enough space on our sidewalks,
- Expand EV Charging hubs, and
- Continue to implement curb access and parking actions to support the City's Safe and Active School Travel Program.

Q9. How would you rate this proposed change?

The proposed change to enable unique special-use parking garnered mixed responses, with a significant number of respondents viewing it negatively, particularly in terms of personal access to the curb and parking. Neutral responses were also common. Overall, the community is divided, with negative perceptions outweighing positive ones, reflecting concerns about the impact on both personal and community access to parking.



Q10. Are there specific areas in the community you feel should be prioritized to implement this change and/or do you have anything else to share?

Most responses were neutral, focusing on practical suggestions and observations about the proposed changes. Some respondents expressed concerns about potential negative impacts, particularly related to parking availability, enforcement, and equitable access. There were notable apprehensions about how the changes might affect tourism and visitors, as well as the need for comprehensive parking facilities and regulations. Positive feedback highlighted the benefits of promoting alternative transportation, expanding EV charging hubs, and supporting local businesses.

- **Special-use parking (189 mentions):** Comments emphasized the need for designated parking spaces for specific uses, such as car-share vehicles, shuttle buses, and micromobility devices (e.g., e-scooters). Respondents supported the idea of allocating curb space for these purposes to accommodate various transportation modes and emerging demands.
- **EV parking and/or charging (154 mentions):** Respondents highlighted the importance of expanding electric vehicle (EV) charging infrastructure. There is a call for more EV charging hubs to support the growing number of electric vehicles and promote sustainable transportation options.
- **Parking availability (126 mentions):** Feedback indicated concerns about the overall availability of parking spaces. Respondents mentioned the need for sufficient parking to meet the diverse demands of residents, visitors, and businesses.
- **Alternative transportation (110 mentions):** This theme reflects support for promoting alternative transportation modes, such as biking and micromobility devices. Respondents suggest maintaining curb space for these modes where sidewalk space is limited, encouraging sustainable and active transportation options.
- **Tourism and visitors (49 mentions):** Comments emphasized the need for parking solutions that cater to tourists and visitors. Suggestions included providing more shuttle/tour bus parking and ensuring that curb access supports the tourism industry.
- **Equitable access (43 mentions):** Respondents requested a fair distribution of parking spaces that considers the needs of different users, including people with disabilities and low-income individuals.
- **High-demand areas (41 mentions):** Respondents identified specific high-demand areas where parking is particularly scarce along Lonsdale Avenue. Suggestions include prioritizing parking solutions in these areas to accommodate the high parking demand and improve accessibility.

- **Green infrastructure (35 mentions):** Comments highlighted the importance of integrating green infrastructure into parking solutions. Suggestions included incorporating environmentally friendly designs and practices to enhance sustainability.
- **Parking regulations and enforcement (22 mentions):** Feedback included concerns about the enforcement and effectiveness of parking regulations. Respondents suggested improving regulation and enforcement to ensure compliance and fair use of parking spaces.

Q11. Is there anything else that you'd like to share about accessing curb space and parking in the City that has not been asked about already?

Most responses focused on practical suggestions and observations about accessing curb space and parking in the City. Concerns were raised about parking availability, affordability, and equitable distribution, with particular emphasis on the impact of construction, the need for better enforcement of parking regulations, and the integration of green infrastructure. Positive feedback highlighted the benefits of promoting alternative transportation, expanding EV charging hubs, and supporting local businesses. The feedback reflects a mix of practical concerns and constructive suggestions aimed at improving parking and curb space accessibility in the City.

- **Parking availability (244 mentions):** Respondents expressed concerns about the general lack of available parking spaces. They highlighted difficulties in finding parking near key destinations and residential areas.
- **Equity and affordability (103 mentions):** Feedback focused on the need for parking solutions that are equitable and affordable for all community members. Respondents expressed concerns about the cost of parking and the need for policies that consider the financial constraints of residents.
- **Paid parking (99 mentions):** Comments about paid parking include both support and opposition. Some respondents support paid parking as a way to manage demand and generate revenue, while others are concerned about the financial burden it places on users.
- **Green infrastructure (90 mentions):** Respondents highlighted the importance of integrating green infrastructure into parking solutions. Suggestions include environmentally friendly designs and practices to enhance sustainability.
- **High-demand areas (76 mentions):** Feedback indicates that certain areas in the City experience high demand for parking. Respondents identified specific locations where additional parking capacity is needed to accommodate the demand.
- **Alternative transportation (72 mentions):** This theme reflects support for promoting alternative transportation modes, such as biking, transit, and micromobility devices. Respondents suggested maintaining curb space for these modes to encourage sustainable transportation options.

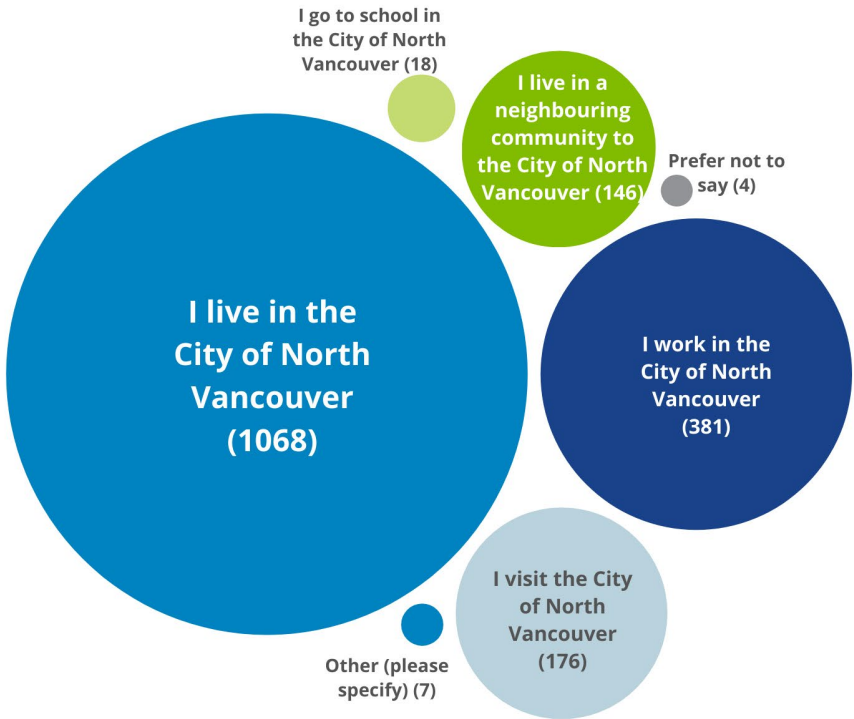
- **Construction impacts (56 mentions):** Comments emphasized the impact of construction projects on parking availability. Respondents noted that construction often reduces the number of available parking spaces and creates additional challenges.
- **Parking enforcement (53 mentions):** Participants shared concerns about the enforcement of parking regulations and mentioned issues with non-compliance and suggested stricter enforcement measures.
- **Parking regulations (45 mentions):** Feedback included concerns about the effectiveness and fairness of current parking regulations. Respondents requested clearer and more consistent regulations to manage parking demand.
- **Equitable access (31 mentions):** Comments highlighted the need for equitable access to parking for all community members. Participants flagged a need for fair distribution of parking spaces that considers the needs of different users, including people with disabilities and low-income individuals.
- **Resident & Visitor Parking Policy (24 mentions):** This theme includes suggestions for policies that balance the needs of residents and visitors. Respondents called for clear and fair policies to manage parking demand effectively.
- **Local businesses (23 mentions):** Feedback emphasizes the need for parking solutions that support local businesses and considers the needs of business owners and their customers.
- **Special-use parking (21 mentions):** Comments emphasized the need for designated parking spaces for specific uses, such as car-share vehicles, shuttle buses, and micromobility devices. Respondents supported allocating curb space for these purposes to accommodate various transportation modes.
- **Maintenance and upkeep (20 mentions):** Respondents highlighted the importance of maintaining parking facilities. Suggestions included regular maintenance, cleanliness, and addressing any physical damages to enhance the overall parking experience.
- **Resident parking permits (18 mentions):** Feedback included suggestions for improving the resident parking permit system with more efficient processes and stricter eligibility criteria to prevent misuse.
- **Accessible on-street parking (15 mentions):** Similar to previous themes, this theme emphasized the need for accessible on-street parking spaces for people with disabilities. Respondents supported expanding the supply of accessible parking to improve access.
- **Lighting and safety (14 mentions):** Comments emphasized the importance of adequate lighting and safety measures in parking areas and suggested improving lighting and implementing safety features to enhance security.

- **Commercial loading zones (13 mentions):** Respondents highlighted the need for designated commercial loading zones. Suggestions included allocating specific areas for loading and unloading to improve efficiency and reduce congestion.
- **Traffic congestion (13 mentions):** Feedback included concerns about traffic congestion related to parking. Respondents suggested that effective parking management can help reduce congestion and improve traffic flow.
- **Parking facilities (13 mentions):** Comments suggested improving parking facilities, such as providing better signage, lighting, and maintenance to enhance the overall parking experience.
- **Public awareness and education (12 mentions):** This theme reflects the need for public awareness and education about parking policies and regulations. Respondents suggested that increased awareness can help improve compliance and understanding.

Demographic and location information

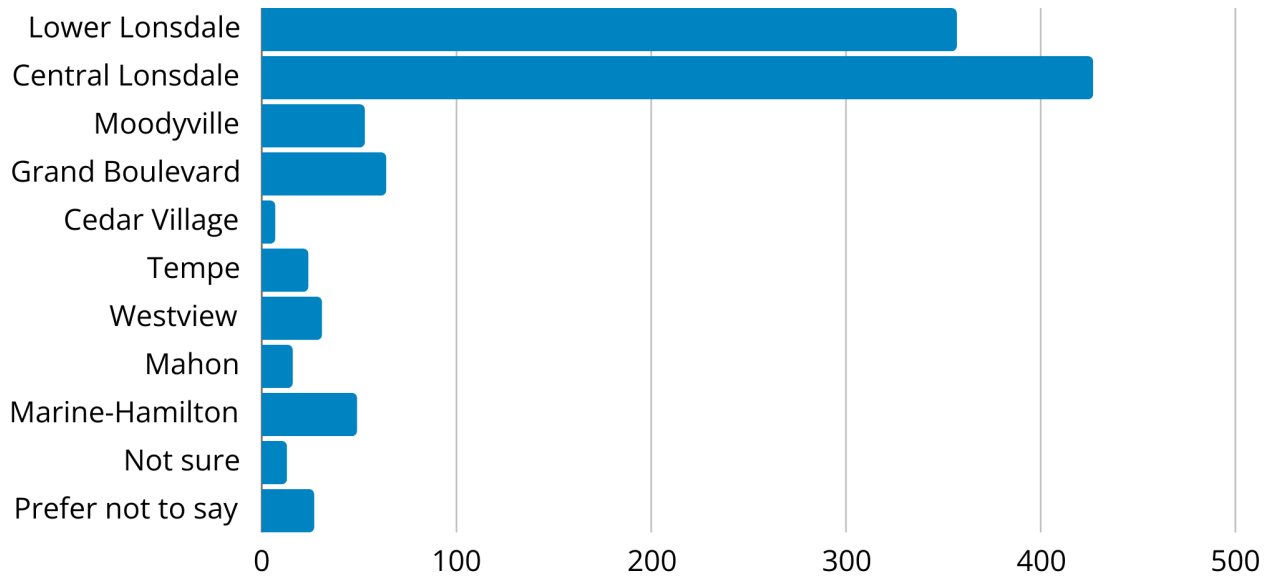
Q12. What is your relationship to the City of North Vancouver? Participants were allowed to select more than one option.

The majority of respondents, 80%, live in the City of North Vancouver, while 27% work in the City. Additionally, 13% visit the City, and 11% live in neighbouring communities. A small percentage, 1%, attend school in the City, with 0.3% preferring not to say and 0.5% identifying another relationship. This indicates strong local engagement, particularly from residents and workers.



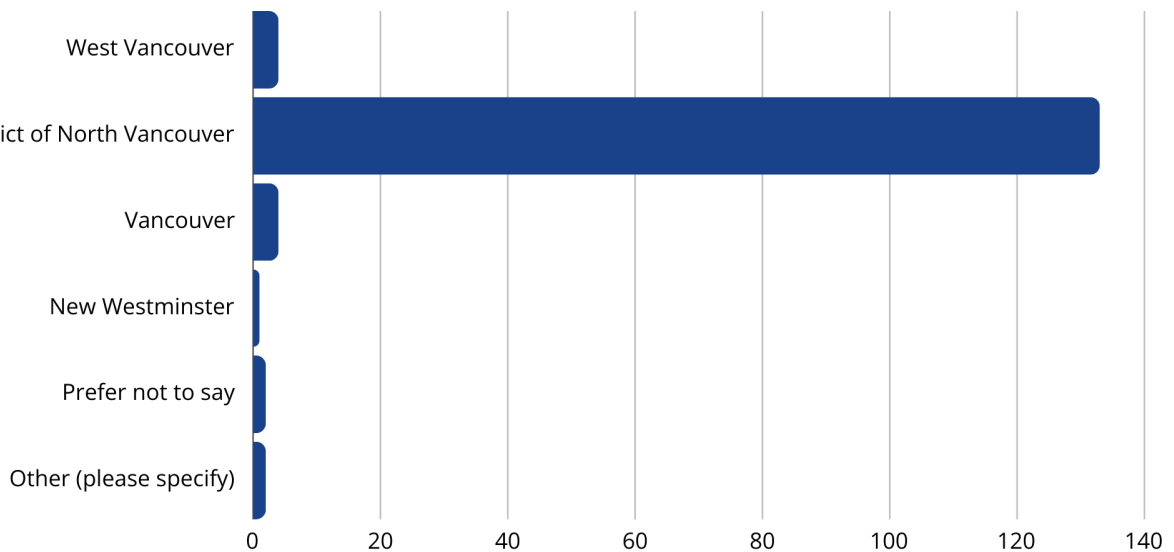
Q13. If you live in the City, which neighbourhood do you live in?

The largest group of respondents, 42%, live in Central Lonsdale, followed by 35% in Lower Lonsdale. Several neighbourhoods account for 3-6% of respondents (Grand Boulevard, Moodyville, Marine-Hamilton, and Westview). A small portion, 1%, are unsure of their neighbourhood. Central and Lower Lonsdale are the most represented neighbourhoods among respondents. All neighbourhoods were within 4 percentage points of population representation (according to the 2021 Census) barring Central Lonsdale, which accounts for 30% of the population, meaning this neighbourhood was over-represented in this survey.



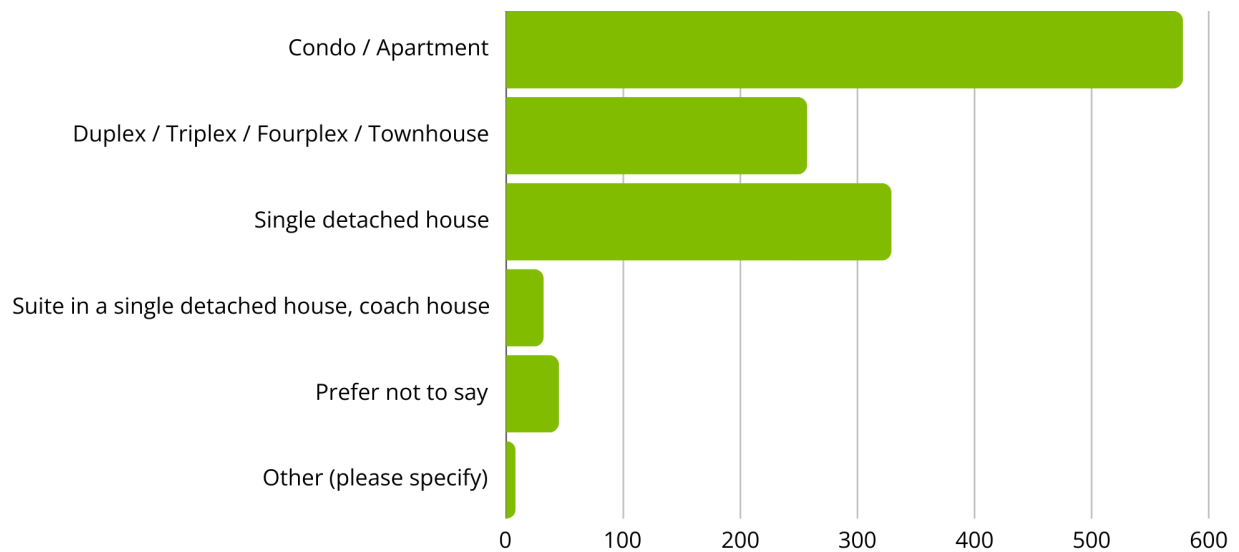
Q14. If you live in a neighbouring community, which community do you live in?

Responses show that 86% of non-resident respondents reside in the District of North Vancouver. Smaller percentages live in West Vancouver and Vancouver, each with 3% of respondents. Only 1% live in New Westminister and 1% chose other.



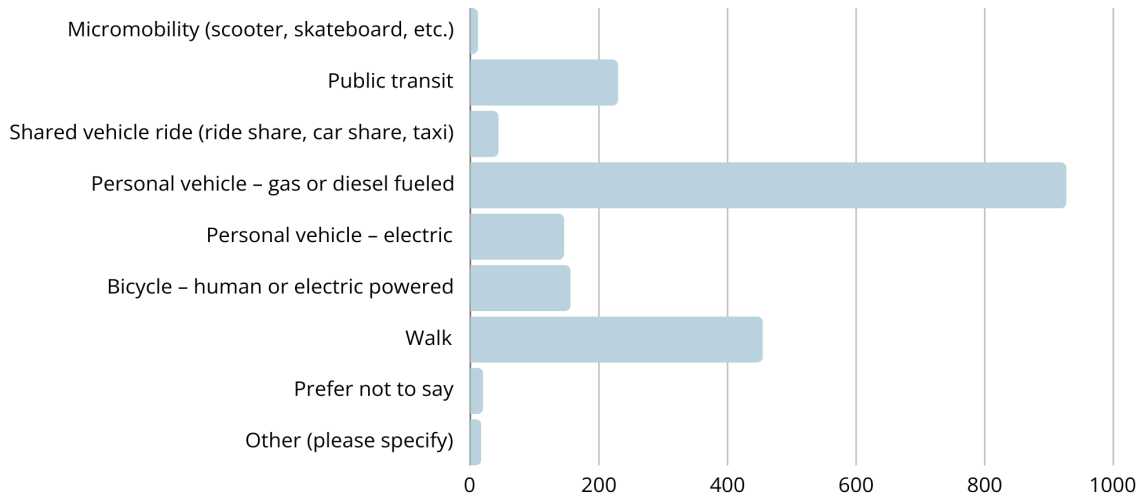
Q15. What best describes the type of home you live in? Whether you own, rent, or live with someone.

52% of respondents live in a condo or apartment, making it the most common type of housing. Those living in a single detached house represent 30% of respondents, while 23% reside in a duplex, triplex, fourplex, or townhouse. A smaller portion, 3%, live in a suite within a single detached house or a coach house.



Q16. What is your primary mode of transport? Please select the two most frequent.

The most common mode of transport among respondents was a personal vehicle, with 82% using gas or diesel-fueled vehicles and 13% using electric vehicles. Walking is the second most frequent mode, chosen by 40% of respondents. Public transit is used by 20%, while 14% rely on bicycles. A smaller percentage, 4%, use shared vehicle rides, and 1% use micromobility options (e.g. e-scooters).

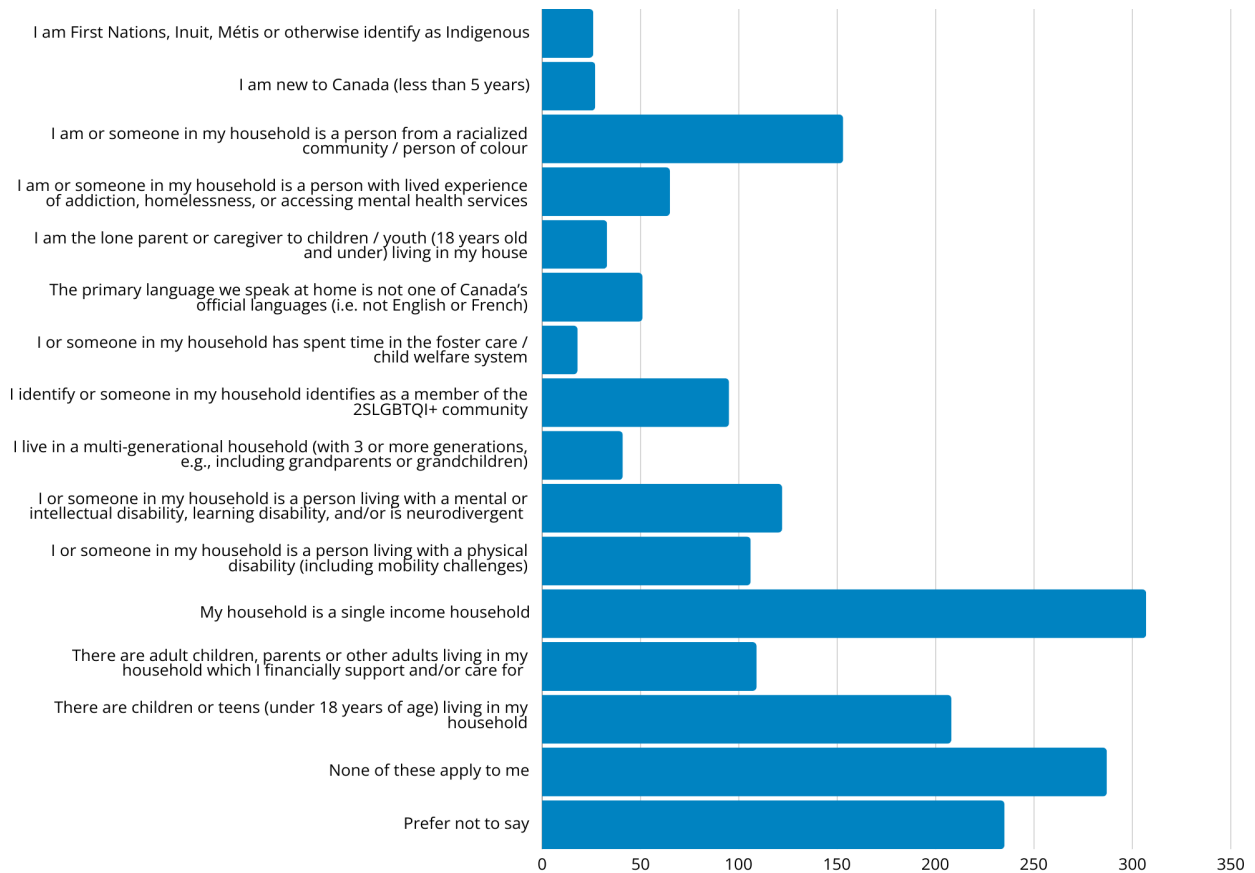


Note that respondents were asked to choose their two most frequently used modes of transportation. As a result, values do not add up to 100%.

Q17. The following is optional, but helps us understand if we have heard from a variety of voices in the community. Please place a checkmark next to the descriptions that you identify with. *Participants were allowed to select more than one option.*

A significant portion of respondents, 24%, live in single-income households, and 16% have children or teens under 18 years of age in their homes. Additionally, 12% are from a racialized community or identify as a person of colour, and 9% live in households with someone experiencing a mental or intellectual disability, while 8% are in households with someone living with a physical disability. 9% of respondents identify as members of the 2SLGBTQI+ community, and 7% live in multigenerational homes.

Smaller percentages identify with other categories, such as 2% being new to Canada, 2% identifying as Indigenous, and 4% having a primary language at home that is not English or French. These findings highlight the diversity within the community.



Appendix 2: Event Engagement Summary

Event (and attendees)	Summary Notes
Integrated Transportation Committee (9 ppl)	<ul style="list-style-type: none"> • Interest in dynamic pricing, and adjusting price to meet desired occupancy objectives for pay parking and permit areas.
Advisory Planning Commission (9 ppl)	<ul style="list-style-type: none"> • Encouragement for staff to do as much outreach as possible with businesses. • One member is concerned about decreased off-street parking requirements, which is increasing on-street demand in Lower Lonsdale east.
Social Planning Advisory Committee (9 ppl)	<ul style="list-style-type: none"> • Most people are able to see parking demand issues in Central and Lower Lonsdale. • Members felt they could able explain the Proposed Policy Changes to others (e.g., neighbours, friends).
North Shore Advisory Committee on Disability Issues (14 ppl)	<ul style="list-style-type: none"> • Interest in a graduated rate for pay parking, to incentivize short-term stays. • Interest in more enforcement of accessible parking spaces (specific frustration with food delivery drivers) • Interest in improving sightlines at various intersections, particularly N/S streets on slopes (e.g., St Georges @ 12th mentioned) through parking restrictions. • Encourage staff to be aware of community members with fixed incomes – pay parking costs a potential concern. • Understand objectives of improving reliability.
Urban Development Institute Liaison Committee Meeting (12 ppl)	<ul style="list-style-type: none"> • Interested in off-street parking requirements. • Observation from a few developers that off-street underground lot utilization continues to be at ~70%, similar to MV apartment study from 2014 (and also similar to CNV observations from 2021/22).
Lower Lonsdale BIA Executive Board Meeting (18 ppl)	<ul style="list-style-type: none"> • Understands value of improving parking reliability. • Interest in improved management/enforcement of short-term loading zones to increase turnover.
Waterfront Stakeholders Meeting (10 ppl)	<ul style="list-style-type: none"> • Interest in more tour bus parking zones in Shipyards area.
TransLink Last Mile Urban Freight Task Force (8 ppl)	<ul style="list-style-type: none"> • CoV uncertain on ability to influence double-parking through provision of more short-term loading zones. • Determining initial steps of regional commercial parking decal (since UBCM program stopped in 2019).
Peer Agencies and Partners workshop (14 ppl)	<ul style="list-style-type: none"> • Proposed policy changes aligns with direction of Metro Vancouver & TransLink's Regional Parking Strategy development. • CNV proposed parking policy tracks similarly to what other municipalities have undertaken (or are planning to do). • Coquitlam has moved away from "resident permit only" permits, similar to what is proposed by CNV staff.

	<ul style="list-style-type: none"> • North Vancouver Recreation & Culture is interested in improved intersection safety near Centennial Theatre – substantial amount of pedestrians crossing the street in an unsafe manner. • Neighbouring municipalities support implementation of pay parking in high-demand areas.
Businesses & Community Orgs workshop (15 ppl)	<ul style="list-style-type: none"> • North Shore Chamber – support for improving reliability on finding a place to park. • Support for more accessible parking spaces in Central Lonsdale. • Improved daylighting of intersection sightlines. • Suggestion to align one-way car-share policies with Vancouver / Burnaby for stops in pay parking zones. • Interest in expanding EV charging – they are transitioning their fleet. • Lack of support of Central Lonsdale parklets
Residents workshop (9 ppl)	<ul style="list-style-type: none"> • No major opposition to pay parking. • Support for RVPP changes, this requires ongoing conversation – some folks were concerned about proposed changes, and then after discussion, there was understanding and support. • Lack of support of Central Lonsdale parklets
CNV Seniors Action Table (9 ppl)	<ul style="list-style-type: none"> • Support for more accessible parking • Interest in more enforcement of loading zones (re HandyDart) and accessible parking stalls. • Interest in improved sightlines, particularly on north-south streets. • Encourage staff to be aware of seniors on fixed incomes – pay parking costs a potential concern. • Understand objectives of improving reliability.
Newcomers Workshop (Impact NS) (5 ppl)	<ul style="list-style-type: none"> • Interest in real-time parking map that shows on-/off-street availability, so people know where there is availability to park. Also a map of different parking time limits around the City. • Recognition that cost of parking can be a barrier to programs delivered in Central and Lower Lonsdale. • A lot of people forgo a trip altogether if at John Braithwaite CC because of lack of free parking.
Central Lonsdale BIA Society Meeting (2 ppl)	<ul style="list-style-type: none"> • Need to think about parking solutions as more people and jobs come to the North Shore. • Interest in Central Lonsdale parklets being removed/relocated. • Interest in seeing more off-street parking supply come online, while managing on-street supply as best possible.
Vancouver Coastal Health / Lions Gate Hospital Meetings (2 ppl)	<ul style="list-style-type: none"> • Many staff drive to get to work. Insufficient on-street parking for everyone at LGH. Request to relax time restrictions in neighbourhoods for more employees to use area to park.