



CULTUS LAKE PARK

REPORT/RECOMMENDATION TO BOARD

DATE: November 15, 2017 **FILE:** 0550-70

SUBMITTED BY: Dave Driediger
Manager of Park Operations

SUBJECT: Parking Review - Response to Community Feedback

PURPOSE:

To present the Cultus Lake Park Board with answers to questions listed in the March 2017 Parking Review community feedback.

RECOMMENDATION:

***THAT** the Cultus Lake Park Board receive the report titled Parking Review – Response to Community Feedback for information; and*

***THAT** the information be posted on the Cultus Lake Park website.*

DISCUSSION:

Following are the questions listed in the Parking Review Report Appendix A, provided to the Board at the October 18, 2017 Board meeting. Staff's answers are itemized in italics, 13 of which remain unanswered (Marked N/A) due to ambiguity, lack of information, or uncivil nature.

1. Tree loss in the total plan appears significant. Has this loss been calculated and cost of replacement determined?

Should the Board approve parking lot expansion, tree loss will be minimized and compensated by tree replacement.

2. Why do we need more parking?

Current parking demand exceeds availability.

3. Who will pay for the potential changes – development of parking lot etc.? Where will the money come from?

Potential parking improvements will be funded through a number of sources including reserves, parking fees and lease fees.

4. Why do we need to create new revenue through parking?

Generally, Cultus Lake Park's (CLP) revenue is derived from fees charged for parking, residential and commercial leases and camping at Sunnyside. Without parking fees, CLP is not able to operate outside of a deficit.

N/A

6. Any consideration of relaxing of the fees/restrictions in the off season.

Consideration is being given to adjusting parking fees between peak and shoulder season.

7. Too many signs required. How can this be reduced?

The Board plans to complete a park-wide sign audit in 2018 and expects to receive recommendations relating to sign content, location and design.

8. Why would you propose to put in more parking spaces and yet not have this area monitored or the infrastructure changed to allow for more people?

The Board is considering changes to infrastructure and parking management along with parking improvements.

9. How are you going to differentiate between the permit people and the pay parking? How will we know that there is enough parking for the residents in this area when we come back from town? Why have we not fined the illegally parked cars over the past summers to stop the free over parking?

Residential parking and pay parking in public areas will be addressed individually. In addition, the Board is considering improvements to parking enforcement for 2018.

10. Is the cost for the changes proposed in the report worth it for a few days a year?

CLP believes that challenges to parking extend beyond several days a year.

11. Is there a way for the Park Board and the FVRD to negotiate carefully, creatively, cooperatively and generously with the Chilliwack School Board to allow overflow parking on the playing fields during busy weekends?

Overflow parking on playing fields is detrimental to field condition and consideration will be given to viable, long term solutions.

12. By including two free parking passes per leaseholder (which has been in effect for years) and allocating them to the address yearly is understandable, my question is, may we park with these passes: say mine is #386 -1 and my neighbour has told me that I can park at their allowed space (i.e. 385) because they are away for months on end or just use it in the summer. Would I be ticketed for parking there with my pass? This is getting contemplated. Many neighbours on our street ask to park when we have a space available and visa - versa.

An honor system has been used in the past. If a neighboring property provides permission to park on their property, no tickets have been issued. Unauthorized vehicles have only been ticketed or towed at the owner's request if staff is unable to locate the vehicle owner. The Board anticipates adoption of parking solutions that continue to facilitate positive relationships among lease holders.

13. Residents are mostly respectful and we do our utmost to accommodate. And is this all so necessary after Sept 1st long weekend? Up to May long weekend??

N/A

14. My initial comment is "if it isn't broke, don't fix it". I don't see a problem with the current method; the windshield stickers and three guest passes. If the residential overflow lots

are monitored for passes and stickers, there should be plenty of overflow parking for guests. If some homes have up to 10 passes, as Commissioner Lamb suggested at the CLCA AGM, why has this been allowed to happen. Are not all passes numbered and these numbers recorded? Why can't those lost numbers be cancelled and vehicles using them be ticketed? If the Park staff can't handle this, then use the colour system as suggested in the Report, but why penalize those homes without off street parking?

Pass numbers are registered to residents and going forward, the Board wishes to better understand total annual pass registration and colour may play a role. To that end, consideration will be given to improvements that streamline administration and simplify residential parking.

15. Our home has four owners, we feel two resident passes is not enough for each address for general issue, given we now have two resident and three guest passes. Is there maybe a number of passes that might be a bit closer to the middle?

Yes, there may be an alternate solution and the Board is considering options. Current practice allows for the registration of two free residential passes and three guests parking passes per residence. Additional residential passes may be purchased for five dollars each.

16. Will parking passes (resident or visitor) allow parking in any area of the park other than in front of a resident's lot?

The Board is considering the issue. Additional parking is currently available for leaseholders and/or guests of residents. Additional overflow parking for pass holders is permitted: east of Sunnyside Blvd; at Lakeshore Dr; and at Munroe Ave.

Residential parking passes are currently not valid in the Main Beach parking lots (Lots A and B), the Marina parking lot (Lot C), and parking behind the Waterpark (Lot D). Lane parking is not permitted and Birch Street Park is currently designated for resident and guest parking on a first come, first serve basis. Parking in the plaza is limited to two hour parking while supporting the local businesses.

17. Can we residents still share our spaces with our neighbours if requested? This is a neighbourly gesture frequently practiced and needed in my area. Not being able to do so will require the use of spaces that could be available for others to use/pay for and bring inconvenience.

An honor system has been used in the past. If a neighbor provides permission to park on their property, no tickets have been issued. Unauthorized vehicles have only been ticketed or towed at the owner's request if staff is unable to locate the vehicle owner. The Board anticipates adoption of parking solutions that continue to facilitate positive relationships among lease holders.

18. Will Guest parking permits be readily available for purchase during the week & on weekends?

Guest parking permits are currently limited to three per residence and may be signed out at the Park office Monday to Friday between the hours of 8:30am and 4:30pm.

19. So do I have to buy a three day pass if my two spaces are already used? Or make them pay public parking? It mentioned we can use our passes for our guests. If I gave them my pass(s) to park at Sunnyside pay parking as you want to do, can I park in front of my home without that pass? This is so complicated. You don't need to charge us more money!! Users of our park

should pay. If the CLPB wants to send out new guest passes each year, how much of an expense will that be?

Residential passes are not currently valid for pay parking areas. However, pass holders may choose to park in overflow areas along Sunnyside Blvd, Lakeshore Dr, or Munroe Ave.

20. One thought that has occurred to me is that, in this year coming up to the next CLPB elections, is charging residents for guest parking an appeasing gesture to the voters of Chilliwack? After all, they do elect two members of the CLPB. If they see that Cultus Lake residents have to pay for their guests' parking then perhaps they won't be so vocal about complaining about the pay parking.

N/A

21. The Review states "Dragon boat teams are a specific example. Where the user is part of a team, USER Permits should be provided to the team who can distribute them to their members." [p. 13] However, the cost and conditions of a pass do not seem to be provided. Please provide cost.

On May 24, 2017, the Board made the following resolutions regarding Seasonal Parking Passes:

THAT staff develop and sell a new parking pass valid from April 1st to September 30th and only available to paddling, sailing and rowing teams;

THAT for team members to be eligible to purchase a parking pass, teams must provide a list of members;

THAT the cost of a pass be \$500 and valid up to four license plate numbers per pass number; and

THAT staff prorate the price of 2017 passes to \$340 for the loss of two months.

On June 21, 2017 the Board made the following resolutions:

THAT the Board approve six (6) month parking passes for registered charitable organizations at a cost of \$50.00 each;

THAT four (4) licence plates are allowed to be registered on each parking pass with one vehicle being able to use it at any one time;

THAT seasonal registered charitable parking passes use be limited to Monday to Friday, early mornings prior to 10:00 am and evenings after 6:00 pm, and not including statutory holidays; and

THAT the seasonal registered charitable organization parking passes be limited to the parking lots closest to where the registered charitable organization boats are stored and that proof of their registration as a charitable organization be presented prior to issuance of a parking pass.

22. Perhaps it's time for the CLPB to think about "enough". How many visitors to the Park at one time are "enough"? How much parking at any one time is "enough"? How many people are "enough" at Main Beach on any given day? How many high-powered, high-speed boats are "enough"? How much revenue do we really need? How much will it cost us to service these additional parking spaces and visitors? How much did the consultant charge?

N/A

23. With the issue of the boat rental, why are we taking away a profitable and working group campsite? The park needs to have areas where groups and families can come and stay without having to pay the high costs of house rentals. Why are we taking this pleasure away so another business in the area can continue to profit?

The boat launch located beside the group site is managed by the CLP and expansions to parking at this location are still under consideration.

24. Will the 20 spaces allocated to the marina actually be marina users?

There is an agreement and process in place with the current leaseholder regarding parking on the lot and along Sunnyside Blvd.

25. If you walk through the Plaza parking lot on the weekends you see a number of visitors parking their cars and heading out with coolers, towels etc. It is obvious that they are going to the beach and not to the Plaza businesses. Are these parkers being monitored and ticketed? I can't imagine they are adhering to the two-hour limit.

The Board is considering solutions that will meet the needs of both commercial lease holders and guests.

26. If the restaurants are to be given priority spaces "and mark them as Lakeside Beach Club parking only", will their leases be increased to reflect this benefit? They are essentially being given extra property. The same goes for the overnight passes. Will those passes have a time limit on them so that people don't come back for their cars and stay at the beach all day, reaping double benefit from those passes?

Individual commercial lease details are not available to the public.

27. Currently, the Adventure Park is getting a bonus by having the CLPB look after their parking. I'm hoping their lease reflects this benefit from public space. As the Adventure Park doesn't open until noon, potential parking revenue is lost for the morning period. I'm not sure how this extra parking was granted to the Adventure Park but the Market in the Park was forced to vacate that very desirable location to give the Adventure Park this parking. If the Adventure Park assumes the collection of the parking fees, what will happen during the morning when they are not open? What will happen in the off-season when they are closed? Will we be losing this parking revenue?

Individual commercial lease details are not available to the public.

28. The Waterslides look after their own parking and I'm assuming this parking lot area is included in their lease calculations. Is it?

Individual commercial lease details are not available to the public.

29. What were the problems or concerns or complaints reported that initiated this parking study? And how many?

The Parking Review was initiated to: create a parking inventory; provide a clear method for administering parking permits and passes for both commercial and residential users; and update parking policies and bylaws to ensure that parking spaces are allocated in a fair and equitable manner.

30. Is the report intended to look for new revenue from visitors and reduce financial burden on the commercial businesses?

The Review was intended to gather information to ensure that parking spaces are allocated in a fair and equitable manner.

31. What does the Lions Parking staff observe? Were they interviewed for this study? Are there any statistics from the Lions regarding tickets issues? And fines collected?

Lions Parking staff enforce portions of the parking bylaw at Parking Lots A - D as well as the Plaza, and provide statistics relative to the service contract.

32. Was BC Transit and their Route 6 bus service to the area researched on ridership to the area?

N/A

33. Was there any review of the Works Yard where some residents use that lot for parking their boat trailers?

All parking areas will be given consideration.

34. Has there been reports or observations of visitors being turned away because they couldn't find a parking spot at the strip mall?

CLP does not have statistics relating to this question.

35. Are there any issues or misuse reported about parking passes?

Yes.

36. Why are we spending and changing the look of the park for a few very busy days?

CLP believes challenges to parking extend beyond several days a year.

37. Is the cost of additional parking worth the permanent effect on the park?

Consideration will be given to viable, long term solutions.

38. How will you differentiate between the permit people and the paying people?

Parking passes are not currently honored in areas designated as pay parking.

39. How will we know that there is enough parking for the residents in this area when we come back from town?

N/A

40. Why have we not fined the illegally parked cars over the past summers to stop the free over-parking?

The Board is considering increasing parking enforcement in 2018.

41. With the issue of the boat rental, why are we taking away a profitable working group campsite?

A decision has not been made to increase parking capacity next to the boat launch.

42. Why are we taking away areas where groups and families can come and stay without the high cost of rentals so another business in the area can continue to profit?

N/A

43. Has the plan looked at the expense of the additional infrastructure that will be needed?

Consideration will be given to implementation cost.

44. Where is Lot D mentioned in this report? Is it the reference to the area behind the waterslide?

Parking Lot D is located directly north of the waterslides.

45. What about a requirement for RV parking by residents and visitors?

Residential parking needs will be considered broadly and pay RV parking is currently available at the south side of Parking Lot B.

46. What is the average stay at the Marina during a boat rental? Is this monitored?

N/A

47. The Marina collects parking fees from their customers. Are those fees submitted to the Park Board? How is this monitored?

N/A

48. Why are the resident's guest parking passes not honored at the Marina parking lot? Tickets are issue even though the guest pass is clearly shown like it is at other areas of the Park, like the Sunnyside east treed area and the Sweltzer Creek parking area.

Residential parking passes are not honored in areas designated as pay parking.

49. Can you confirm that the following statement is true: There is no dedicated parking for staff if plaza parking spaces are to be available for customers. The area between the plaza (portable toilets) and the fire hall is used for staff parking. That is why it's gated off. This could be better organized. Do the businesses not report the staff license plates to the Lions so they are not given a ticket?

The Board is considering improvements to address designated plaza staff parking in 2018.

50. How many boaters are launching from Cultus Lake Marina and Rentals? Are there statistics? How many residents have permits? Why are non-residents using this facility and not going to Entrance Bay? Who collects the fees for this type of parking? Does the ticketing system accommodate this type of parking requirement? How much is being charged? When does the fee start and end? Does it coincide with Sunnyside campers? Why don't these boat trailers park up the road by the watershed (with a valid parking pass)?

Individual commercial lease details are not available to the public. The cost to launch watercraft and park is \$20 per day and the cost to park a vehicle is \$10 per day.

51. Regarding Option 14 – an alternative – negotiate with the owner for a flat rate for customer passes: why is this an option for Main Beach Boat Rentals and not suggested for some of the other businesses such as (name removed) and Ink Boys'? What do (name removed) other leases say about reserved parking?

Individual commercial lease details are not available to the public.

52. How often is it observed or reported that the Golf Course and Tapins experience parking on the highway? If they are holding tournaments and need more parking, do they limit participation? Do fire regulations kick in at some point?

Parking along Columbia Valley Highway is currently under review.

53. Lot B parking – kiosk and delays. Why wouldn't you simply add another pay Kiosk in a convenient location?

The addition of parking lot pay stations will be considered.

54. How long does the average customer stay at Funland or enjoy an ice cream cone?

N/A

55. What does the lease state regarding Cultus Lake Marina managing the entire lot?

Individual commercial lease details are not available to the public.

56. If Table 2, 4, 5 and 8 have the same square footage and serve food but varied from a desired 11 spots to 33 – this doesn't add up to their seating capacity – is this right?

N/A

57. In Table 2, are the desired number of parking spots concurrent requirements at all times during the summer season or this rarely happens?

N/A

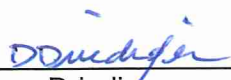
58. Have there been reports or observations of visitors being turned away because they couldn't find a parking spot at the strip mall?

CLP does not have statistics relating to this question.

STRATEGIC PLAN:

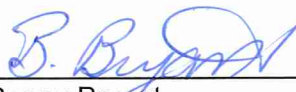
This report supports the Board's Strategic Plan Initiative of a Parking Review.

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