

IMPACT STATEMENT

Legislation title: Accept Report on the City of Portland Disabled Parking (Report)

Contact name: Dave Benson, Parking Group Manager, PBOT

Contact phone: 503/823-5185 (x-35444)

Presenter name(s): Dave Benson

Purpose of proposed legislation and background information

When Council approved PBOT's Disabled Parking Program in July 2014, Council asked the bureau to provide a report after one year of implementation. The attached report documents both the program implementation and the resulting changes to on-street placard usage in the meter district.

Financial and budgetary impacts

As this is a report to update Council, there are no additional budgetary impacts anticipated either in current or future fiscal years. Costs incurred to process disability parking permits are covered by the per-permit fees established by Council annually. Any ancillary costs associated with administration of the program are de minimis and absorbed in current and future fiscal year budgets without necessitating budget or staffing changes.

Community impacts and community involvement

Providing better parking opportunities placard users is a key element to the city's transportation system. PBOT has relied upon the advice of a standing Disabled Parking Task Force (chaired by Joe VanderVeer) for more than a decade, which vetted this report on October 29, 2015.

In consultation with the Task Force, PBOT amended on-street permit requirements for residents of subsidized housing. Originally, these permits were only available to placard holders who live in subsidized housing in a metered district. This update will make SNAP and Medicaid recipients eligible for these permits with appropriate documentation.

PBOT is also working with the City Attorney and ONI to clarify and streamline the existing process for questions and concerns for both external stakeholders and bureau staff. This process is still in development.

Furthermore, PBOT is working with ONI to develop a survey to capture the experiences of placard users, which could inform future changes. This survey is still in development.

Council presentation and testimony: PBOT will present a brief overview of the report and next steps. Some Task Force members will testify. Additional public testimony is not anticipated.

Budgetary Impact Worksheet

Does this action change appropriations?

YES: Please complete the information below.

NO: Skip this section

Fund	Fund Center	Commitment Item	Functional Area	Funded Program	Grant	Sponsored Program	Amount

KK 11-4-15



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Steve Novick Commissioner Leah Treat Director

City of Portland Disabled Parking

In the spring of 2014, PBOT implemented a plan to roll out updated Disabled Parking Regulations that took effect on July 1, 2014. Council directed PBOT to return to Council with a review and evaluation of the program after the program was operating for one year.

Initial Outreach:

- PBOT performed outreach to prepare the public for the changes. The goal was to educate citizens about the new Disabled Parking Regulations for Meter Spaces and familiarize them with the process of paying for parking. Before the new rules went into effect, citizens with Disabled Parking Placards, were allowed to park in any meter space or time zone, 30 minutes or longer without payment or time limit.
- PBOT developed and printed **10,000 brochures** explaining the new Disabled Parking Regulations. Parking officers placed them on windshields of vehicles with placards during the month (June 2014) leading up to the start of the new program. Many vehicles received more than one brochure. In addition, brochures were displayed in public spaces for example, libraries, DMV, social service agencies and on the web.
- During the period of time Parking Enforcement distributed the brochures, calls about the new regulations were received. The vast majority of calls were "How to" questions - how to use the scratch off permits, how to pay at the meter, how does the 3 hour parking at the meter work, how to request an application for an employee or resident permit.

Program Implementation:

- Cost of ADA Permit:
 - Downtown District \$172.00
 - Lloyd District \$85.00
 - CEID \$58.00
- Number of ADA permits issued monthly:
 - Subsidized: 176 Downtown; 19 Lloyd District

- (threshold to qualify is if receiving housing subsidy)
 - Monthly Employee: 38 Downtown; 1 CEID
 - Monthly Residents: 2 Downtown
- PBOT began enforcement with a warning program for vehicles not in compliance. On July 1, 2014, when the program started, PBOT produced a WARNING brochure and placed it on the vehicles that failed to comply with the new rules and explained which violation was occurring. Those warnings explained in detail how to comply with the new rules. This warning process was in effect for the first month of the new program.
- After a vehicle received at least two warnings Parking Enforcement issued a citation. In addition, officers were required to have supervisor approval before citing a vehicle. As a result, high compliance and low citation rates was achieved.
- In the second month of the new regulations, August 2014, warnings were reduced from two to one before a citation could be issued. Beginning in September 2014, vehicles that were not in compliance were cited, ending the two-month warning period.
- In **October of 2014** the first disabled permit survey was conducted since the start of the new parking rules. **The total count of permits in the metered district was 313.** This was a reduction from the previous survey in **September of 2013 of 1,033 permits.**

October 2015:

Parking Operations has had requests from various cities to learn more about the changes implemented, including: Washington DC, Boston, and Salem (OR).

Parking Enforcement has been enforcing the new rules for over one year. It appears that citizens understand the regulations and are complying. There are few calls about the new regulations and officers in the field are trained to provide detailed instructions when questions arise.

Three follow up surveys were conducted in 2015. The number of permits per month:

July:	295
August:	299
September:	318

There is a consistent significant reduction in Disabled Placard use since the new regulations were implemented.

We are recommending adding those persons who receive SNAP and/or Medicaid benefits to the list of those persons qualifying for a free permit, effective upon the December 2 report to Council.

Exhibit A. Disabled Parking Program - PBOT Staff Recommendation

Disabled parking placard holders need accessibility close to their destination in downtown metered areas. These placard holders currently account for 11-30% of vehicles parked on-street in heavily used areas, many of which stay throughout the workday. This results in reduced parking turnover and accessibility for those that need it.

Portland Bureau of Transportation (PBOT) staff has worked with Commissioner Steve Novick's office, the Disabled Parking Task Force, and the Portland Commission on Disability to create the following recommendations. These recommendations only apply to the metered district (see map for the current metered district).



Downtown Metered

Proposed Recommendations

In order to create better opportunities for all short-term visitors to find parking and still preserve accessibility for those who need it, PBOT Staff recommends the following program which includes rules for four identified user groups:

1. Wheelchair User Disabled Person Parking Permit Holders¹
2. Disabled Person Parking Permit Holders
3. Employees who work within the metered district with Disabled Person Parking Permits
4. Residents who live within the metered district with Disabled Person Parking Permits

How to Use This Document

In addition to the proposed parking rules and conditions, this document includes commentary from PBOT staff explaining why rules were created and how they are defined. All these explanations are in *italics*.

¹ The Oregon Department of Transportation uses the terms "Wheelchair User Disabled Person Parking Permit" and "Disabled Person Parking Permit." Within these rules these permits may also be referred to as "placards." While there is only one type of Wheelchair User Disabled Person Parking Permit, there are currently multiple types of "Disabled Person Parking Permits, which include Renewable Disabled Person Parking Permits, Temporary Duplicate (travel) Disabled Person Parking Permits, Temporary Disabled Person Parking Permits, Family Disabled Person Parking Permits, Program Disabled Person Parking Permits, and Foreign Disabled Person Parking Permits. More information about these permit types can be found at <http://www.oregon.gov/ODOT/DMV/pages/driverid/disparking.aspx#type>. As of January 1, 2014, all types of Disabled Person Parking Permits (besides the wheelchair user disabled person parking permit) will be regulated the same.

1. For Wheelchair User Disabled Person Parking Permit holders

The following rules apply to valid owners of Wheelchair User Disabled Person Parking Permits (placards):

- **Individuals with State-issued Wheelchair User placards are allowed to park on-street at a parking meter for all hours of operation for the day without payment.**

Explanation: Per ORS 811.635, The Wheelchair Disabled Parking Permit allows a disabled person with a Wheelchair User placard or a person while transporting the disabled person to or from the parking location to:

- *Park in a public parking zone that has a limit of more than 30 minutes without paying the parking meter fee;*
 - *Park in a public parking zone that has a limit of more than 30 minutes without being charged overtime penalties; or*
 - *Park in any space reserved for persons with state-issued Disabled Person Parking Permits.*
- **The City will reserve up to 30 on-street, right-side parking spaces for use by those with State-issued Wheelchair User placards**

TO QUALIFY: User must possess a valid Wheelchair User Disabled Person Parking Permit.

TIMELINE: Individuals with State-issued Wheelchair User placards are already allowed to park on-street in the meter district without payment. The City will begin identifying and marking "Wheelchair User Only" parking spaces on January 1, 2014.

Explanation: Stakeholders from the disabled community have noted that there are a limited number of on-street spaces where users can safely load and unload individuals in wheelchairs. This provision allows a coordinated effort to identify these spaces and prioritize them for users that need them most. PBOT staff decided on 30 spaces because there were 21 wheelchair placards counted during a recent on-street parking survey of the meter district.

For Disabled Person Parking Permit Holders

All users of Disabled Person Parking Permits must pay for parking per the following rules:

- **A Disabled Person Parking Permit allows the user to park for up to three hours at meters with a time limit between one and three hours. At a meter that has a maximum allowed time of less than three hours, a placard holder may pay for the amount of time the person is intending to use when the person intends to park for less than the maximum allowed meter time, or the maximum meter fee if the user intends to park for more than the posted allowed time up to the full three hours. On blockfaces with meters that allow over three hours of parking, the user shall pay for the amount of parking they intend to use.**

TO QUALIFY: User must possess a valid Disabled Person Parking Permit.

TIMELINE: This program will begin to be enforced on July 1, 2014

Explanation: Much of the core downtown metered district has time limit of 60 or 90 minutes, which stakeholders from the disabled community with limited mobility have identified as too short of a time to complete tasks. A three hour window extends allowable time, if needed, and gives visitors with disabled placards additional time to complete their trip. However, the time limit of three hours discourages all-day parking and maintains turnover, which increases accessibility for all.

- **For those that have Disabled Person Parking Permits and either cannot operate the meters or need to park on-street for times longer than three hours or the posted time limit, the City will establish alternative ways of paying, such as an in-vehicle meter or pay-by-phone application. This technology would allow the user to park without a time limit, although the placard user would be charged the on-street hourly rate for the entirety of the stay.**

TO QUALIFY: User must possess a valid Disabled Person Parking Permit.

TIMELINE: This program will begin to be enforced on July 1, 2014. Alternative payment methods will be available by May 1, 2014.

Explanation: Our current parking meters rely on the user having some sort of manual dexterity, either through using coins, grabbing a receipt, or grasping a credit card. By integrating either in-vehicle meters or pay-by-phone, individuals that may not be able to use the meters due to dexterity limitations would still be able to pay to park. Alternative technologies would also eliminate the need for the individual to get to and from a parking meter.

In addition, in-vehicle meters or pay-by-phone applications would allow users the privilege to park for longer than the posted time limit. The user would pay the hourly meter rate for the area, thus discouraging all-day parking on-street through pricing, but allowing it if the user needs more time.

- **The City will reserve up to 50 disabled person parking permit-designated parking spaces based on the demand of users of disabled person parking permits in particular locations. Users of these spaces would be required to pay per the above rules.**

TO QUALIFY: User must possess a valid Disabled Person Parking Permit.

TIMELINE: Up to 30 disabled-designated spaces will be identified and installed by July 1, 2014.

Explanation: The main purpose of Portland's Disabled Parking Program is to provide increased accessibility for those that need it. By designating disabled person parking permit spaces in locations that are shown to be frequented by disabled placard holders, the City would be offer priority access for those with mobility limitations. The City will continually review the number and placement of disabled-designated spaces.

For employees who work within the metered district with Disabled Person Parking Permits

- **For those that work within the metered district, cannot reasonably be expected to use Tri-Met, are not provided parking, and for whom existing parking garages do not meet their needs, a special on-street permit will be available that allows the individual to park their vehicle on-street.**

TO QUALIFY: The individual would need to document that their place of employment is within a meter district, have a valid disabled placard, and be able to explain why they cannot use Tri-Met or off-street parking. The permit would need to be renewed annually and would be billed monthly.

ALLOWED PARKING AREA: The permit would only be valid within three blocks of the specified workplace.

TIMELINE: This program will begin to be enforced on July 1, 2014. Permits will be available by May 1, 2014.

Explanation: For employees that do not have access to a parking garage that meets their needs, this provision offers them an opportunity to park near to their work destination for a per-hour price less than the on-street rate. The permit would be priced to be comparable to nearby off-street parking and are only valid within three blocks of the employment locations because the permit is specifically for employment access.

For residents who live within the metered district with Disabled Person Parking Permits

- **For residents of the metered district that live in subsidized housing, or receive SNAP or Medicaid benefits and are without parking, will be issued a free permit that allows the user to park on-street without payment.**

TO QUALIFY: The individual would need to document residence within the metered district, have a valid disabled placard, and apply in-person. This permit would only be available to residents who live in subsidized housing or receive SNAP or Medicaid benefits in the metered district..

ALLOWED PARKING AREA: The permit would only be valid within three blocks of the specified residence.

TIMELINE: Effective on approval of the Committee and report to Council.

Explanation: For residents holding disabled person parking permits who live in subsidized housing, or receive SNAP or Medicaid benefits and do not have access to residential parking garage that meets their needs, this provision offers them an opportunity to park near their home.. PBOT will continue working with housing providers and other stakeholders to better understand who the users of this program are and what needs they may have. .

- **For residents of the metered district and for whom existing parking garages do not meet their needs, an on-street permit will be available at a price comparable to nearby off-street parking pricing that allows the individual to park their vehicle on-street.**

TO QUALIFY: The individual would need to document residence within the metered district and have a valid disabled person parking permit. In addition, the individual cannot apply for a permit if the residence has available private parking. The permit can be renewed annually and billed monthly.

ALLOWED PARKING AREA: The permit would only be valid within three blocks of the specified residence.

TIMELINE: This program will begin to be enforced on July 1, 2014. Permits will be available by May 1, 2014.

Explanation: For residents holding disabled person parking permits who may not have access to residential parking garage that meets their needs, this provision offers them an opportunity to park near to their home. PBOT would prefer that residents use off-street parking over on-street parking for their residential needs and, therefore, will price on-street parking use to encourage the use of off-street facilities. The permit would be priced to be comparable to nearby off-street parking and would only be valid within three blocks of the individual's residential location because the permit is specifically for residential access.

Program Review

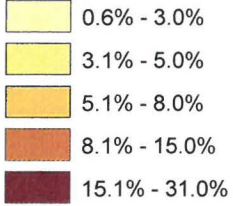
PBOT will work with Commissioner Novick's Office, the Disabled Parking Task Force, and the Portland Commission on Disability to monitor and evaluate the program. Findings on placard use, program participation, permit applications, enforcement practices, and community input, among other items, will be monitored and reported on to interested parties.

METER BEATS

Metered Spaces and Disabled Parking Permits

Permit data collected September 23, 2015
Total Permits: 318

Permits Percent



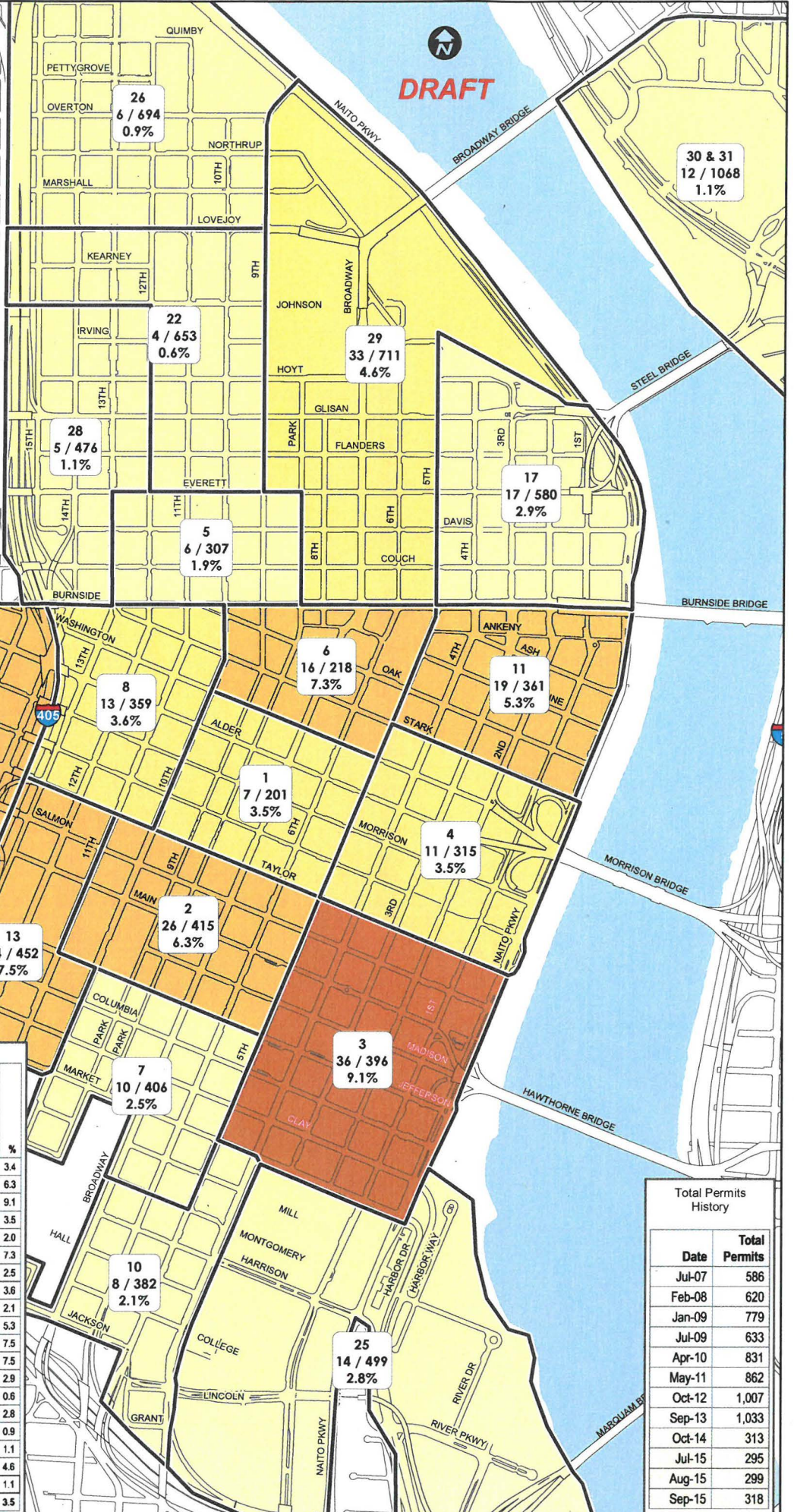
Disabled and Wheelchair Spaces

Total Disabled Spaces: 68
Total Wheelchair Spaces: 37

Beat	Occupied Disabled Spaces / Total Spaces	Occupied Wheelchair Spaces / Total Spaces
1	1/3	1/1
2	1/5	0/3
3	2/3	0/4
4	0/3	1/2
5	1/2	1/1
6	0/1	0/3
7	2/3	0/1
8	1/4	0/3
10	0/5	0/2
11	2/6	1/3
13	0/2	0/0
15	1/2	0/2
17	0/1	0/1
22	0/4	0/1
25	3/6	1/1
26	0/2	0/1
28	0/2	0/0
29	2/5	0/2
30,31	0/9	0/6
Total	16/68	5/37

Permits in Metered Spaces

Beat	Disabled Permits			Wheelchair Permits	Total Permits	Total Spaces	%			
	with receipt Fully Paid	with receipt Partially Paid	with Dash Permit							
1	4	0	1	0	0	7	201	3.4		
2	9	2	4	5	2	0	3	26	415	6.3
3	11	0	0	0	15	0	8	36	396	9.1
4	0	0	5	1	2	0	2	11	315	3.5
5	4	0	0	0	0	0	0	6	307	2.0
6	5	1	0	8	0	0	2	16	218	7.3
7	2	0	1	0	1	0	4	10	406	2.5
8	4	1	0	4	0	0	3	13	359	3.6
10	4	1	0	0	0	0	3	8	382	2.1
11	7	2	2	2	2	0	1	19	361	5.3
13	4	1	1	24	1	0	3	34	452	7.5
15	4	0	0	25	1	0	7	38	510	7.5
17	7	1	4	1	1	0	3	17	580	2.9
22	2	1	0	1	0	0	0	4	653	0.6
25	4	0	2	1	0	0	3	14	499	2.8
26	0	1	0	3	0	0	2	6	694	0.9
28	1	1	0	0	1	1	1	5	476	1.1
29	7	4	2	13	1	0	4	33	712	4.6
30,31	1	1	2	5	3	0	3	12	1,068	1.1
Total	80	17	24	93	30	1	52	318	9,003	3.5



Total Permits History

Date	Total Permits
Jul-07	586
Feb-08	620
Jan-09	779
Jul-09	633
Apr-10	831
May-11	862
Oct-12	1,007
Sep-13	1,033
Oct-14	313
Jul-15	295
Aug-15	299
Sep-15	318

METER BEATS

Smartmeter Spaces and Disabled Parking Placards

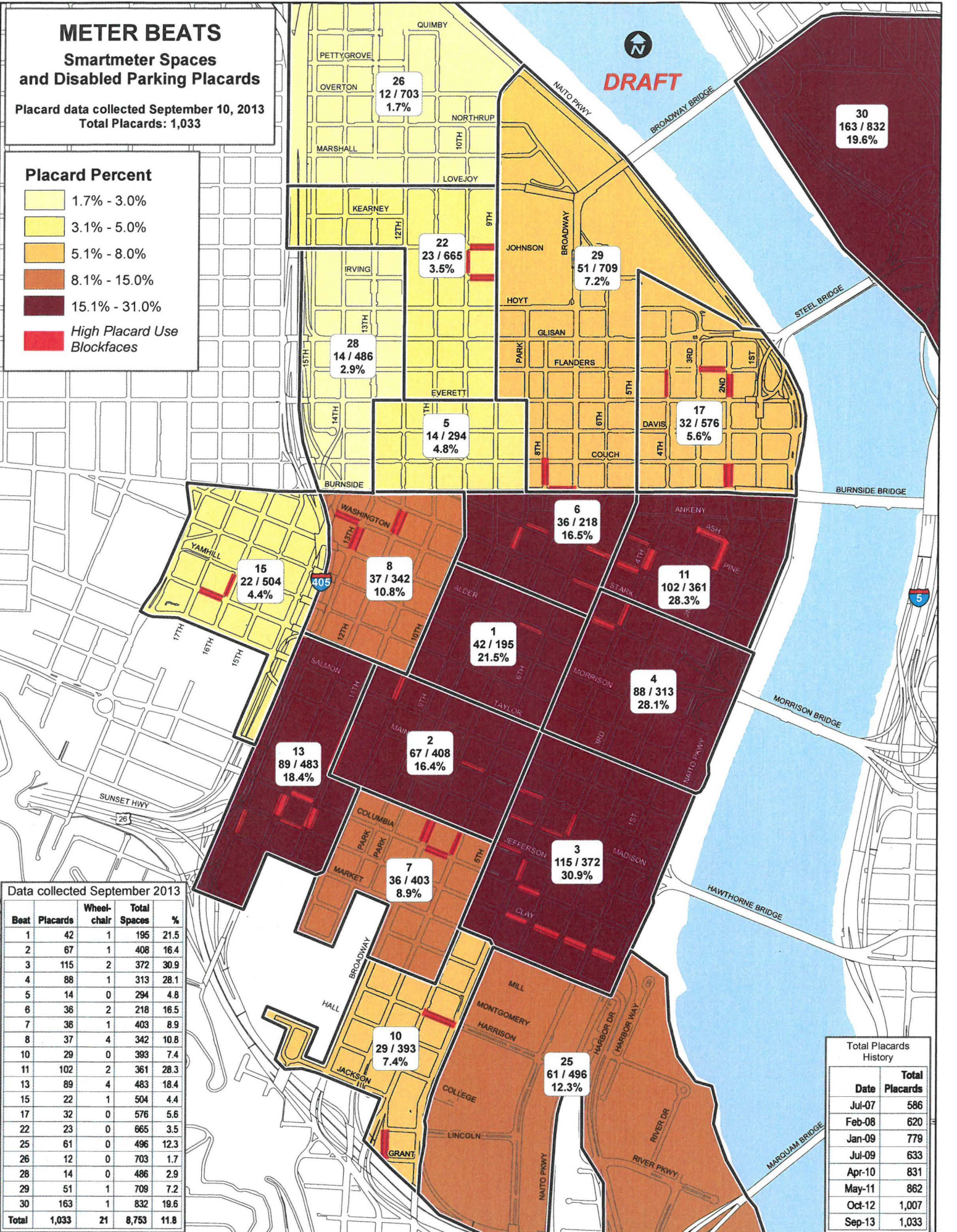
Placard data collected September 10, 2013
Total Placards: 1,033

Placard Percent

- 1.7% - 3.0%
- 3.1% - 5.0%
- 5.1% - 8.0%
- 8.1% - 15.0%
- 15.1% - 31.0%
- High Placard Use Blockfaces

Data collected September 2013

Beat	Placards	Wheel-chair	Total Spaces	%
1	42	1	195	21.5
2	67	1	408	16.4
3	115	2	372	30.9
4	88	1	313	28.1
5	14	0	294	4.8
6	36	2	218	16.5
7	36	1	403	8.9
8	37	4	342	10.8
10	29	0	393	7.4
11	102	2	361	28.3
13	89	4	483	18.4
15	22	1	504	4.4
17	32	0	576	5.6
22	23	0	665	3.5
25	61	0	496	12.3
26	12	0	703	1.7
28	14	0	486	2.9
29	51	1	709	7.2
30	163	1	832	19.6
Total	1,033	21	8,753	11.8



Total Placards History

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Jul-07	586
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PBOT

PORTLAND BUREAU OF TRANSPORTATION

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Steve Novick Commissioner Leah Treat Director

REPORT TO COUNCIL

DATE: December 2, 2015
TO: City Council
FROM: Dave Benson, Group Manager, Parking Services
SUBJECT: Accept Report on the City of Portland Disabled Parking

In the spring of 2014, PBOT implemented a plan to roll out updated Disabled Parking Regulations that took effect on July 1, 2014. Council directed PBOT to return to Council with a review and evaluation of the program after the program was operating for one year.

> PBOT began enforcement with a warning program for vehicles not in compliance. On July 1, 2014, when the program started, PBOT produced a WARNING brochure and placed it on the vehicles that failed to comply with the new rules and explained which violation was occurring. Those warnings explained in detail how to comply with the new rules. This warning process was in effect for the first month of the new program.

> After a vehicle received at least two warnings Parking Enforcement issued a citation. In addition, officers were required to have supervisor approval before citing a vehicle. As a result, high compliance and low citation rates was achieved.

> In the second month of the new regulations, August 2014, warnings were reduced from two to one before a citation could be issued. Beginning in September 2014, vehicles that were not in compliance were cited, ending the two-month warning period.

> In October of 2014 the first disabled permit survey was conducted since the start of the new parking rules. The total count of permits in the metered district was 313. This was a reduction from the previous survey in September of 2013 of 1,033 permits.



The Portland Bureau of Transportation fully complies with Title VI of the Civil Rights Act of 1964, the ADA Title II, and related statutes and regulations in all programs and activities. For accommodations, complaints and information, call (503) 823-5185, City TTY (503) 823-6868, or use Oregon Relay Service: 711.

Three follow up surveys were conducted in 2015. The number of permits per month:

July: 295

August: 299

September: 318

There is a consistent significant reduction in the use of Disabled Placards since the new regulations were implemented.

We are pleased to report that we have received inquiries from other agencies both nationally and internationally on the components to our successful program.

1260

Agenda No.
REPORT NO.
Title

140

Accept Report on the City of Portland Disabled Parking (Report)

<p>INTRODUCED BY Commissioner/Auditor: COMMISSIONER STEVE NOVICK</p>	<p>CLERK USE: DATE FILED <u>NOV 23 2015</u></p>
<p>COMMISSIONER APPROVAL</p> <p>Mayor—Finance and Administration - Hales</p> <p>Position 1/Utilities - Fritz</p> <p>Position 2/Works - Fish</p> <p>Position 3/Affairs - Saltzman</p> <p>Position 4/Safety - Novick <i>CS</i></p>	<p>Mary Hull Caballero Auditor of the City of Portland</p> <p>By: <u><i>Susan Parsons</i></u> Deputy</p> <p>ACTION TAKEN:</p> <p>DEC 02 2015 REFERRED TO COMMISSIONER OF PUBLIC SAFETY</p>
<p>BUREAU APPROVAL</p> <p>Bureau: Transportation - Parking Services Group Mgr: <i>Dave Benson</i> Director: Leah Treat <i>LT</i></p> <p>Prepared by: Dave Benson, slg Date Prepared: 11-2-15</p>	
<p>Impact Statement</p> <p>Completed <input checked="" type="checkbox"/> Amends Budget <input type="checkbox"/></p>	
<p>City Auditor Office Approval: required for Code Ordinances</p>	
<p>City Attorney Approval: required for contract, code, easement, franchise, comp plan, charter</p>	
<p>Council Meeting Date December 2, 2015</p>	

AGENDA
<p>TIME CERTAIN <input checked="" type="checkbox"/></p> <p>Start time: <u>3:00</u></p> <p>Total amount of time needed: 1 Hour (for presentation, testimony and discussion)</p>
<p>CONSENT <input type="checkbox"/></p>
<p>REGULAR <input type="checkbox"/></p> <p>Total amount of time needed: _____ (for presentation, testimony and discussion)</p>

FOUR-FIFTHS AGENDA	COMMISSIONERS VOTED AS FOLLOWS:	
	YEAS	NAYS
1. Fritz	1. Fritz	
2. Fish	2. Fish	
3. Saltzman	3. Saltzman	
4. Novick	4. Novick	
Hales	Hales	