

Residential Parking Action Plan

City of Tustin, CA



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City of Tustin

Residential Parking Action Plan

Prepared by Dixon Resources Unlimited
on behalf of the City of Tustin, CA

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Residential Parking Action Plan

Executive Summary

This Residential Parking Action Plan (PAP) was developed to outline the recommended implementation steps and strategies to optimize the preferential permit parking (PPP) program and parking management within Tustin's residential neighborhoods.

Steps should be taken incrementally with ongoing evaluation and community feedback to shape future steps. This PAP is meant to be used as a helpful guide to highlight important considerations, measures, and best practices to optimize operations, regardless of the approach chosen. The City is encouraged to adjust the implementation approach as needed to design a program that best fits the unique and ever-changing needs of the community.



What were the study's goals?

- 1. Equitable Access:** Develop equitable programs that appropriately balance the parking needs of all residents and visitors, while enabling the on-street parking supply to serve the community fairly and enhance access for all.
- 2. Sustainable solutions:** Implement financially sustainable strategies that modernize and streamline parking program management.
- 3. Efficient Program Management:** Create an efficient and adaptable parking system that is optimized for the City's current needs but can be incrementally updated and adjusted over time.

Project Background

Dixon Resources Unlimited (DIXON) was retained by the City of Tustin (City) in October 2019 to conduct a citywide Residential Parking Study (Study). The Study included a review of existing conditions, current parking policies, and community outreach. The Study resulted in a Recommendations Outline, which was used to develop this Residential Parking Action Plan (PAP).

A priority is to align the PPP program with the 2016 State Attorney General's opinion: *"In issuing long-term residential parking permits, local authorities may not distinguish among residents based on the type of dwelling in which they live."*

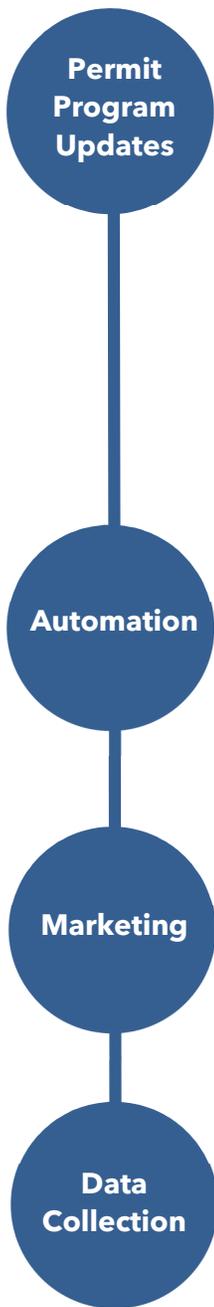
Community Outreach

The Study included an online Residential Parking Survey that was available from July 1-31, 2021. The purpose of the survey was to gather initial feedback about residential on-street parking, including existing policies and programs. The survey was available online with English and Spanish language options. There were 1,127 total responses. 1,085 of those respondents live within Tustin.

To facilitate additional input from the community, two community meetings were hosted on July 7 and September 9, 2021. Due to the ongoing pandemic, the meetings were conducted virtually through Zoom. During each meeting, an overview of the project was presented, and attendees were invited to provide feedback. A third community meeting was held on October 28, 2021, to present an overview of the final recommendations from the Recommendations Outline.

Getting Started

Summarized below are some initial steps that the City can take to optimize the PPP program and parking management. Detailed descriptions of each are provided in the PAP along with next steps:



To design an equitable PPP program, the City should **expand permit eligibility** by no longer differentiating between single-family and multi-family dwellings for establishing new districts. This approach will align the PPP program with the 2016 Attorney General’s opinion (#14-304) and enable more drivers to obtain permits. To optimize on-street availability, a **one permit per eligible resident** rule should be considered by requiring the resident’s driver’s license number. This would allow households with multiple drivers to obtain enough permits. The PPP program should be structured differently depending on if the neighborhood has external parking demand spillover versus neighborhoods that solely have high parking demand from residential density. The City should also implement an **escalating rate** structure with \$25.00 for the first permit and an additional premium of \$25.00 for additional permits. This would encourage residents to park on their property if they’re able to, and it will also generate revenue to support the ongoing operating costs of the PPP program.

Investment in new parking enforcement technology, as well as **dedicated parking enforcement staff**, will be essential to creating an efficient parking program. The use of vehicle-mounted mobile **license plate recognition (LPR)** cameras will streamline parking enforcement and enable ongoing data collection for program evaluation. Instead of verifying that each vehicle has a valid physical permit displayed, the LPR system can automate the process by using the license plate number as the permit identifier.

To successfully implement program updates, the City should ensure that policy information is easy to understand and readily accessible. A **parking landing web page** could be utilized as one-stop-shop for parking information, including how to apply for new PPP districts and frequently asked questions. The City could also design and incorporate a **parking and mobility brand** that is easily recognizable and leveraged on all program materials.

Strategic investments in parking technology, such as LPR, are recommended since they can also be leveraged for ongoing data collection without spending extra funds on traditional parking studies. **Ongoing evaluation of the PPP program** should consider whether a block continues to need the current permit restrictions, or if restrictions can be adjusted or eliminated. Making data-driven decisions will allow the City to optimize the program over time.

Steps should be taken incrementally with ongoing evaluation and community feedback to shape future steps. The City is encouraged to adjust the implementation approach as needed to design a program that best fits the unique and ever-changing needs of the community.

Questions or comments? Contact Krys Saldivar at KSaldivar@tustinca.org





Residential Parking Study

Dixon Resources Unlimited (DIXON) was retained by the City of Tustin (City) in October 2019 to conduct a citywide Residential Parking Study (Study). The Study included a review of existing conditions, current parking policies, and community outreach. The Study resulted in this Residential Parking Action Plan (PAP) that provides recommendations for updated policies, procedures, and implementation strategies.

Community Outreach

The Study included an online Residential Parking Survey, which was available from July 1-31, 2021. The purpose of the survey was to gather initial feedback about residential on-street parking, including existing policies and programs. The survey was available online with English and Spanish language options. There were 1,127 total responses. 1,085 of the respondents lived in Tustin. The online survey results are included in Appendix A.

To facilitate additional input from the community, two community meetings were hosted in the summer of 2021 on July 7 and September 9. Due to the ongoing pandemic, the meetings were conducted virtually through Zoom. During each meeting, an overview of the project was presented, and attendees were invited to provide feedback. A third community meeting was held on October 28, 2021, to present draft recommendations. The presentation included both English and Spanish language content.

Permit Program Background

To evaluate potential adjustments, it is helpful to understand the history of the existing program. The City's Preferential Permit Parking (PPP) program was initially established in October 2008 by implementing overnight permit parking specifically to:

"mitigate parking intrusions (spillover parking) that may impact the quality of life and affect the public safety in single family detached neighborhoods."¹

Since then, the Attorney General of California released opinion 14-304² on April 14, 2016, stating that cities should not distinguish between multi- and single-family housings for residential parking permit programs.

Current Permit Program

The City's Policy and Procedures - Preferential Permit Parking On Public Streets¹ document currently establishes that only residential streets in single-family detached neighborhoods shall be eligible for permit parking with the exception of the Old Town Residential Area where all residential types are eligible for permit parking in Old Town.

A single household within a proposed PPP area may submit an application to the City's Public Works Department for the establishment of a PPP. Upon receipt of an application, the City's Public Works Department completes a parking evaluation over a four-night period in the application area to determine if permit parking should be established. For the City to consider the permit request, the evaluation must find that fewer than 60 percent of the vehicles observed during the evaluation belong to residents.

¹ City of Tustin [Policy and Procedures Preferential Parking on Public Streets](#) (October 7, 2008)

² [Office of the Attorney General opinion 14-304](#)

A Permit Parking Area or part thereof may be removed from the PPP program by the City Council pursuant to a determination that removal from the program is in the community's interest, in the interest of public safety or, at City Council discretion. Permit eligibility is a per household-based system where the City will verify if all off-street parking spaces have been fully utilized before issuing permits to that household. The City's Code of Ordinances³ requires that off-street parking areas may not be used for storage of property and must be utilized for parking.

The Permit Parking Program Criteria program guidelines⁴ were last updated in February 2019. This update established that parking without a permit is prohibited within PPP blocks between 2:00 AM and 6:00 AM daily. Permit applications must be submitted online via the City's permit management system customer portal. Residents without access to a computer or an internet-enabled device may use the computers at the library free of charge.

The City completes an on-site inspection to ensure that all of the off-street parking on a property is fully utilized before approving a permit application. Permits are issued to the number of vehicles in a household over the number of off-street parking spaces available. For example: If a household has two off-street space and three total vehicles, that household would be eligible to purchase one PPP permit. Applicants are required to submit a copy of their driver's license and vehicle registration, both of which must be registered to the applicant's address within the PPP area. Authorized work vehicles may receive a permit with proof that the vehicle is a take-home vehicle.

PPP permits are currently physical permits. Permits must be displayed on the bottom left corner of the rear window of the vehicle to be visible for parking enforcement. To transfer a permit to a new vehicle, the original permit must be returned to the Tustin Police Department before a new permit will be



Figure 1: Current PPP Areas in Tustin

issued. Each household may receive 75 one-day printable guest permits every six months. Guest permits are not authorized to be used on residents' vehicles that have already been provided a PPP parking permit.

There is currently no charge for the PPP permits, with the exception of the Old Town Residential Area, which are priced at \$50.00 annually.

On average, 415 total households retained 662 permits annually citywide. 483 permits are issued to 289 single family households (average of 1.67 per household) citywide, and 179 permits are issued to 126 multi-family households in the Old Town Area (average of 1.42 per household).

Demand for parking in residential areas has increased over time. Some neighborhoods are experiencing increased density from new developments or a growing number of people living in households. Some areas are impacted by spillover parking from neighboring cities. In the parking survey and community meetings, some residents indicated that they had to park multiple blocks away from their home to find parking.

³ [Tustin Municipal Code 9262 - GENERAL PARKING REGULATIONS](#)

⁴ [Tustin Permit Parking Program Criteria](#)

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Residential Parking Action Plan

Context

Various residential neighborhoods throughout the City experience on-street parking congestion that has resulted from an increase in housing density and spillover parking impacts from permit parking restrictions.

This Residential Parking Action Plan (PAP) identifies policies, procedures, and strategies necessary to address the City's current and future residential parking needs.

Goals

The following parking management goals are established by this PAP:

- 1. Equitable Access:** Develop equitable programs that appropriately balance the parking needs of all residents and visitors, while enabling the on-street parking supply to serve the community fairly and enhance access for all.
- 2. Sustainable solutions:** Implement financially sustainable strategies that modernize and streamline parking program management.
- 3. Efficient Program Management:** Create an efficient and adaptable parking system that is optimized for the City's current needs but can be incrementally updated and adjusted over time.

A priority goal of this PAP is to align the PPP program with the 2016 Attorney General's Opinion (#14-304) and develop an equitable solution that serves the needs of all Tustin residents. The Attorney General's opinion states:

"In issuing long-term residential parking permits, local authorities may not distinguish among

residents based on the type of dwelling in which they live".

In addition to equitable access, the recommendations also enable a sustainable and efficient program.

Parking Action Plan Structure

This PAP will highlight important considerations, measures, and best practices to optimize operations. The PAP is organized into three chapters:

- A. PPP Program Options** evaluates four overarching options for the PPP program. The feasibility of each program option was assessed by its ability to meet the goals.
- B. Recommendations** presents the PAP recommendations organized into near-term, mid-term, and long-term timeframes.
- C. Comprehensive Implementation Guide** concludes the report with a guide that may be used by staff as a checklist for implementing the recommendations.

This PAP includes a set of 14 recommendations, but a successful parking operation will ultimately be dependent on the City's ability to adapt. Steps should be taken incrementally with ongoing evaluation and community feedback to shape future steps. Therefore, this PAP is intended to be used as a helpful guide to highlight important considerations, measures, and best practices to optimize operations, regardless of the approach chosen. The City is encouraged to adjust the implementation approach as needed to design a program that best fits the unique and ever-changing needs of the community.



PPP Program Options

The Study identified **four overall options that broadly address the size and scope of the PPP program**. The City must start by considering these options since they will fundamentally influence the City’s next steps. The following table provides an overview of the options along with their associated recommendation.

Since the fourth option, *Implement revised PPP program guidelines* is recommended, the P&P recommendations provided next in Chapter B specifically define the associated operational and policy requirements necessary to support this recommended approach. If after evaluating these options the City opts to proceed in a different way, the implementation approach will need to be adjusted accordingly.

Figure 2: PPP Program Options

Strategy	Analysis	Recommendation
<p>Option 1: No change to the PPP program</p>	<p>Option 1 is not recommended. No change to the PPP program would conflict with the City’s stated goal of ensuring that the program meets the intent of the recent Attorney General’s opinion (#14-304), which stated:</p> <p><i>“In issuing long-term residential parking permits, local authorities may not distinguish among residents based on the type of dwelling in which they live.”</i></p> <p>Without change, the City may continue to experience challenges with spillover parking into areas surrounding PPP restrictions.</p>	<p style="text-align: center;">⊗ Not Recommended</p>
<p>Option 2: Eliminate the PPP program</p>	<p>Option 2 is not recommended at this time. However, the City should continue to evaluate the elimination of the PPP program as a potential option in the future.</p> <p>Parking spillover from neighboring cities could still pose an impact to certain areas in Tustin. In the future, it is possible that the program may not be effective or needed. For example, there could be transit and mobility enhancements introduced that decrease parking demand over time.</p>	<p style="text-align: center;">⊗ Not recommended at this time. Consider for future evaluation.</p>

Strategy	Analysis	Recommendation
<p>Option 3: Implement a citywide PPP program</p>	<p>Option 3 is not recommended at this time. By expanding the PPP program Citywide, the City would be applying a “one size fits all” solution to a challenge that is more nuanced. It is important to consider that each neighborhood has its unique challenges, including housing density; the number of vehicles owned by residents; options for alternative parking; and proximity to commercial corridors, educational institutions, employment centers, and transit. There would also be significant costs to implement and enforce a PPP program citywide, and the requirement to obtain permits could be an unnecessary burden for some residents and their guests.</p> <p>If the City decides to implement a PPP program on residential streets citywide, in order to be aligned with the 2016 Attorney General’s opinion (#14-304), all residents with a vehicle registered to a Tustin address within the designated district should be eligible to participate in the permit parking program regardless of dwelling type.</p>	<p style="text-align: center;"> Not recommended at this time. Consider for future evaluation.</p>
<p>Option 4: Implement revised PPP program guidelines</p>	<p>Option 4 is the recommended action at this time. There is significant demand for residential parking in specific neighborhoods, resulting in high occupancy rates throughout the evening and overnight. Spillover parking from neighboring cities pose a challenge for Tustin residents since on-street parking availability may be impacted from this external demand.</p> <p>The PPP program is a powerful tool for the City to continue managing parking demand within neighborhoods. However, in order to create a more equitable, sustainable, and efficient program that achieves the City’s goals, several transformative adjustments are recommended. These recommendations are described next in Chapter B.</p>	<p style="text-align: center;"> Recommended strategy</p>

B Recommendations

The following recommendations take into consideration **community and stakeholder feedback and industry best practices**. Each recommendation is organized by phase with implementation steps and suggested follow-up actions or considerations.

These recommendations are meant to address the current and long-term residential parking and mobility challenges within the City of Tustin. Implementing the initial phase of the PAP recommendations will provide immediate parking management benefits and establish the basis for future improvements. Recommended timing is realistic and achievable.

Recommendations are organized within estimated **near-term (1-2 years), mid-term (3-5 years), and long-term (6+ years) timeframes**. However, actual timing will be dependent on City Council prioritization, stakeholder feedback, funding availability, and the ongoing evaluation of initial implementation steps. The City is encouraged to adjust the implementation approach as needed in response to evolving needs and priorities.

Near-term

Figure 3: Near-term Recommendations Goals Supported

Recommendations		Equitable	Sustainable	Efficient
1	Clarify the intent of the PPP program.	✓	✓	✓
2	Expand PPP boundary requirements.	✓	✓	✓
3	Revise PPP petitioning and occupancy study guidelines.	✓	✓	✓
4	Revise PPP program administrative policies.	✓	✓	✓
5	Introduce an escalating rate structure.	✓	✓	✓
6	Introduce a fee for PPP program applications.	✓	✓	✓
7	Implement mobile license plate recognition (LPR) technology, and transition to virtually managed permits.	✓	✓	✓
8	Ongoing enforcement staffing adjustments based on data.	✓	✓	✓
9	Adjust enforcement policies for permit parking districts.	✓	✓	✓
10	Enhance program branding and marketing.	✓	✓	✓

Recommendation 1: Clarify the intent of the PPP program.

Understand the Intent

The original intent of the PPP program was to safeguard the single-family residential areas that were experiencing overnight parking demand from neighboring cities. Now, rather than being exclusively about *external* parking demand, the permit program has been applied to try and solve the challenge of growing parking demand *within* residential areas that are experiencing an increase in housing and resident density. In an attempt to safeguard on-street parking availability, some residents have been excluded from the program altogether, regardless of whether they rely upon public on-street parking. Especially since some residents of Tustin may be car-dependent, the current PPP program is not a realistic parking management solution, and it does not equitably meet the needs of the community as a whole.

Currently, only single-family households are eligible for PPP permits, with the exception of Old Town where all household types are eligible for permits. Meanwhile, other residents within apartments and condominiums do not have the same opportunity to apply for and participate in a PPP program. A priority goal of this PAP is to align the PPP program with the 2016 California Attorney General's opinion (#14-304) and develop an equitable solution that serves the needs of all Tustin residents. The Attorney General's opinion states, "*In issuing long-term residential parking permits, local authorities may not distinguish among residents based on the type of dwelling in which they live*". Therefore, the City should no longer allow the program to be used to safeguard on-street parking exclusively for single-family houses.

Expand Eligibility

In order to align with the California Attorney General's opinion (#14-304), **all City residents should be eligible to participate in the application process for new districts**. This means all residential housing types, including both single-family and multi-family housing, should be eligible for a preferential parking designation (assuming the other requirements for the application, petition, and assessment are also met).

Recommendation 2: Expand PPP boundary requirements.

Continue Minimum District Sizes

Under the current program guidelines, the City evaluates PPP program applications with a minimum application of four blocks. The City should continue to evaluate potential PPP district boundaries, with a four-block minimum district size to **improve the effectiveness of the recommended policies**. When policies vary on a block-by-block basis, spillover parking will occur onto the adjacent non-permitted streets. The inclusion of multiple blocks minimizes the spillover impact to adjacent streets by fully surrounding the most heavily impacted area. In new districts, permits should be valid for any streets within the applicable permit district.

The inclusion of multiple blocks will help avoid pushing the problem to adjacent streets by fully surrounding the most heavily impacted area. The goal should be to cover an entire neighborhood or subarea, **including both single and multi-family homes**, and generally provide residents parking opportunities within a reasonable walking distance. The City should also consider continuity with nearby streets.

The City should allow for an individual block to join an existing permit district provided the block meets all survey and parking assessment requirements. It is recommended that the City draft a defined policy including the minimum number of streets or blocks required when petitioning for a new permit district.

District Boundaries

The City should define district boundaries large enough prior to the launch of the new permit program. Permit districts should take into consideration the number of eligible households along with the amount of available street parking. The goal of this permit district system should be to cover a whole neighborhood or subarea,

including both single and multi-family homes, and generally provide parking opportunities within a reasonable walking distance. The intent of the PPP program should be to have permit restrictions cover multiple streets and establish the foundation to accommodate a larger area as additional streets within the neighborhood join the permit district over time.

Recommendation 3: Revise PPP petitioning and occupancy study guidelines.

Current PPP District Verification

Currently, any one person within a potential PPP district can submit an application to the Public Works Department for the establishment of a permit district. This application process is a significant strain on City resources, and it does not necessarily reflect the desire of the entire district.

The City’s current process also requires a parking assessment over a four-night period that counts the number of residential vehicles parked on-street. The assessment must find that fewer than 60 percent of the vehicles observed on-street during the assessment belong to Tustin residents for the City to consider the permit request. This requires the use of the California Law Enforcement Telecommunications System (CLETS) to verify vehicle registration, which is not an intended use of the system.

Implement a Resident Petitioning Process

The City should implement a resident petitioning process to request a permit parking district. With a petition process, Tustin should require confirmed signatures by **65 percent or more households in support** of implementing a new preferential permit parking restriction to ensure the majority interest in establishing permit restrictions. A petitioning process is the parking industry standard for application of new PPP districts and the established practice in nearby cities (see Figure 4).

Figure 4: Comparable Cities Petitioning Process

City	Petitioning Process
Tustin	< 60% residential vehicles during parking study
Anaheim	51% sign petition; 75% vote yes per street segment - \$500 fee
Costa Mesa	51% sign petition; City survey; 70%+ on-street parking utilization
Fullerton	65% of residents; staff approval
Huntington Beach	20% of residents or 25 households; City approval
Irvine	Initiated by Director of Public Works or request by homeowner’s association + parking study
Lake Forest	67% of property owners; 30 or more single-family detached homes must be affected
Norwalk	Two-thirds (66%) sign petition; City survey to determine what percent of vehicles are registered outside of the zone, and that parking congestion supports the request
Orange	75% sign petition; 75% occupation during City review - \$2,500 fee
Santa Ana	66% of residential lots sign petition; director approval
Stanton	51% sign petition; City survey; 75% or more supporting signatures - \$660 fee

Establish New Occupancy Assessment Process

Rather than collecting the data manually, the City will have the opportunity to leverage the same parking management technology recommended for parking enforcement for data collection purposes; License Plate Recognition (LPR) technology is recommended for parking enforcement to optimize operations and conduct the assessments (see Recommendation #7). This technology will be a **cost-effective option for data collection** and will improve coverage and efficiency. Both the data collected during site assessments, as well

as during regular enforcement routes, can be used to **monitor on-street parking occupancy** of a proposed district.

Removing a Preferential Parking Designation

In order to remove a preferential parking designation, residents should continue to be required to follow the existing petitioning process. **65 percent of residents should support removing the restriction** for it to be considered. No parking occupancy study is needed, but notification should be given to any surrounding preferential parking district residents. In deciding to remove preferential parking designation from a single street, **staff should carefully consider the surrounding area and permit district**. A street where most of the surrounding streets (50 percent or more) are included in the permit district should not be considered for removal because of the spillover parking risk.

Ongoing Monitoring of Program Effectiveness

A **separate parking occupancy threshold** should be established to evaluate **future policy changes** within preferential parking districts once they have already been established. The City can leverage the LPR data collected during regular parking enforcement (see Recommendation #7) for ongoing monitoring of program effectiveness.

The parking industry standard for the **target parking occupancy rate is 85 percent**. At this rate, there are enough vacant parking spaces to minimize congestion from drivers searching for spaces. The City should use the 85 percent rate as a high threshold for when to consider program adjustments in existing districts. If an established permit district is found to regularly reach or exceed 85 percent occupancy, this could **indicate the need for policy adjustments** (see Recommendation #11). For instance, the district may benefit from a lower cap on the number of permits or guest permits allowed per household or adjustments to the operating times.

Recommendation #4: Revise PPP program administrative policies.

PPP Program Guidelines

The PPP program should be designed to **optimize on-street access for residents, incentivize compliance, and minimize exposure to potential permit abuse**. Permits should continue to be non-transferable, and strictly associated with the vehicle's license plate number. This will allow the City to leverage their automated permit management system (PMS) for online applications and transition to virtually managed permits, where the vehicle's license plate is the permit identifier (see Recommendation #7). Additionally, to ensure the program is financially sustainable, the City should implement a fee to purchase a PPP permit (see Recommendation #5). These fees should aim to make the PPP program cost-neutral, covering only the administrative costs necessary for the City to efficiently manage and enforce the program.

PPP Program Restrictions

Oversized vehicles, like RVs, vehicles with trailers, or large work trucks, should not be eligible to receive parking permits through the PPP program because there are separate considerations related to roadway access with oversized vehicles. Residents with oversized vehicles should be responsible for identifying alternate off-street storage locations, rather than relying on public street parking. If the City pursues shared parking agreements, there could be an opportunity to utilize certain privately owned surface lots for oversized vehicle parking depending on the terms of the agreement (see Recommendation #12). However, the City should continue to **allow smaller commercial vehicles and work trucks** to be eligible for PPP permits, assuming they meet all permit program requirements.

Redefine Permit Allocations

The City should limit permits to **one permit per eligible resident**. Each resident should be required to provide their driver's license number when applying for their permit, so the City can ensure that each driver receives only one permit. With the growing number of people living in each household, there are usually more vehicles needed to support those additional residents. Many residents continue to be reliant on their cars to get to and from work, childcare, and other essential needs. Residents who need to live with multiple roommates or in multi-generational households, should not be penalized for doing so. Based on those surveyed, and responses in the community meetings, many people were not able to typically find parking on their block, especially in the evening and overnight. This indicates that overnight parking continues to be a challenge with residents competing for parking space with other residents. The majority of survey responses supported adjusting eligibility requirements to allow all Tustin residents within a specific district to participate in the PPP program. But the City still needs to **manage on-street parking demand**. Limiting **permits to one per eligible resident** and eliminating the onsite inspection requirement simultaneously reduces excess parking demand and provides an equitable solution for residents who are not able to give up their vehicles.

Similar driver's license requirements are established in the City of Cerritos and the City of San Mateo. San Mateo requires a current California Department of Motor Vehicle (CADMV) driver's license for each resident requesting a permit. The City of Cerritos requires that residents use all the parking available on their property prior to applying for an on-street permit. The household can then receive one additional permit for each resident with a driver's license. The address listed on a driver's license and vehicle registration must match the residential address listed on the annual parking permit application. Any exception to this is reviewed by the Police Department Parking Enforcement Division on a case-by-case basis.

This type of approach is an opportunity for the City to **better manage on-street parking demand**. Because a person can only physically drive one vehicle at a time, this program strategy only limits residents who choose to own extra vehicles. These residents would not be eligible for additional permits and would be **incentivized to use any on-site parking** available to them, rather than rely on on-street parking for storing their extra vehicle(s). Limiting permits to one per eligible resident simultaneously **reduces excess parking demand and provides an equitable solution**. This also addresses the "my neighbor has too many cars" concern, a commonly heard complaint from the community workshops and the online survey. If the City establishes the above PPP program policy adjustments, property inspections for use of off-street parking should be eliminated.

Good Neighbor Policies

The City should consider requiring residents to sign "good neighbor policies" when applying for a parking permit. These good neighbor policies could **help guide neighborhood ethos, promote friendly and cooperative interactions**, and soothe residential "parking wars".

For example, the City of Anaheim has "good neighbor practices" such as "off-street, on-site parking supply shall be used efficiently for parking. Examples of nonefficient use include:

- "Off-street, on-site parking supply shall be used efficiently for parking. Examples of nonefficient use include not utilizing garage space(s) and driveways for parking."
- "Permit parkers shall be considerate of noise and comply with applicable city noise ordinances."
- "Permit parkers shall not move solid waste containers in a manner that precludes collection of solid waste, obstructs driveways or other rights of way, or otherwise interferes with vehicular traffic in order to park on a street or portion thereof designated as permit parking only."

Residents can be required to sign these policies when applying for a permit. This is a valuable opportunity to

remind residents that public streets are there to be used by all residents while encouraging them to be courteous and mindful of their neighbors.

Recommendation #5: Introduce an escalating rate structure.

Implement Fees

Currently, the City only charges for Old Town permits which are available for \$50 per year. All other permit areas are issued at no cost to the resident. For the program to become financially sustainable, and for the City to make investments in modernizing the program, there should be a cost associated with all parking permits. Additionally, charging for parking permits can incentivize residents to prioritize using the parking that is available on their property first, before opting to purchase a parking permit. The City should implement a fee to purchase a PPP permit, with the **goal of the program being cost-neutral.**

Determine Rates

It is recommended that the City modify PPP rates and reduce the cost of the first permit in Old Town and implement an initial **\$25.00 PPP annual fee** for ALL PPP areas. This fee is similar to the rate in neighboring Southern California cities, which as shown in the Comparable Cities Rate Analysis below range from \$10.00 to over \$70.00 (See Figure 5 below).

Figure 5: Permit Rate Analysis for Comparable Cities

City	# of Permits per Household	Resident Parking Permit Cost	# of Guest Permits & Cost
Tustin	In some areas 1 with no restriction; in most areas permits require that on-site parking is fully utilized	\$50	150 per year Free
Anaheim	Based on bedroom count; 0-2 = 1 permit; 3-4 = 2; 5+ = 3	\$30	100 per household per year \$1 per permit
Brea	Single-family = 2; Multi-family = 1	\$25 in person; \$19 online	14 days per vehicle Free
Costa Mesa⁵	3	Free	100 per year Free
Fullerton	5	\$10 admin fee + \$2 per permit	\$2 per permit (included in the 5 per household)
Huntington Beach	4	\$24 first; \$10 for additional permits	2 per unit Included with residential permit
Irvine	3	\$25	2 per household \$10 per permit
Lake Forest	1 per registered vehicle for area A; 2-3 for areas B & C, regardless of the number of vehicles	\$20	1 per night - no limit is indicated Free
Orange	5 for single-family; 2 for duplex	\$30	5 for single family or 4 for duplexes including both residential and guest permits for single family \$30 per permit
Placentia	5	\$10	5 per household \$10 per permit

⁵ Costa Mesa permit program was recently re-evaluated so information may not be current.

City	# of Permits per Household	Resident Parking Permit Cost	# of Guest Permits & Cost
Rancho Santa Margarita	Based on # of vehicles registered to address	\$30	5 per household \$30 per permit
Santa Ana	3 for single family; 1 for multi-family	\$72.29	Undefined
Seal Beach	Based on # of vehicles registered to address	\$20	2 per household \$30 per permit
Stanton	3	\$25	100 per year Free

An **escalating rate model** for the permit fee should also be implemented. With an escalating rate structure, the first permit can be set at an affordable price. Additional permits can then be offered at an additional premium.

It is recommended that the City charge the \$25.00 initial permit fee for the first preferential parking permit per household, then charge an additional escalating premium of \$25.00 per additional permit sold (see Figure 6 below) where permit two would be \$50.00, permit three would be \$75.00, and permit four would be \$100.00. Each permit purchased should be associated with a single vehicle and license plate that meets the City’s eligibility requirements.

Figure 6: Recommended Fee Schedule



Fees should be reviewed annually to determine whether the City’s costs are being recovered and whether the cost structure is effective at discouraging excessive permit usage. The City could opt to adjust the fees each year based on the local Consumer Price Index (CPI). The City should also evaluate the ongoing enforcement personnel costs that are required to provide enough consistency and coverage to encourage compliance (see Recommendation #8).

Guest Permits

At this point, it is not recommended the City charge for guest permits. The 150 single guest passes that are available to each eligible household are limited enough to prevent abuse. The 150 guest permits should also be available to multi-family residences in permit districts. The City can leverage their permit management system to require online registration for guest license plates. Similar to the annual PPP permits, guest permits should be virtually managed, where the vehicle’s license plate is the permit identifier (see Recommendation #7).

The City should continuously evaluate the occupancy impacts of guest permits and could consider charging a small fee per guest permit in the future. For example, the City of Anaheim charges \$1.00 per permit.

Recommendation #6: Introduce a fee for PPP Program applications.

Application

The City should consider **introducing a fee associated with the petition** submitted by residents for the consideration of a new PPP area. This is a common practice in neighboring cities like Anaheim, Stanton, and

Orange who charge \$500, \$660, and \$2,500 (respectively). This fee should be associated with the cost recovery of staff time needed to process a new permit parking restriction petition from residents.

Establish Equitable Fee

In order to assure the program is accessible to all neighborhoods, the fee should be reasonable to not prohibit access. The fee can be further mitigated by using automated tools for the process. **\$300-\$500 should be considered as an introductory fee range**, but further staff time and cost recovery analysis should be conducted to determine the most appropriate initial fee. As a starting point, the City should implement a \$300 initial fee.

Recommendation #7: Implement mobile license plate recognition (LPR) technology, and transition to virtually managed permits.

Modernize the PPP Program through LPR

The City should invest in modernizing the PPP program, by acquiring **mobile license plate recognition (LPR)** equipment for the use of parking enforcement and to support the implementation of **virtual parking permits** where the vehicle's license plate is the permit identifier. If the City purchases new LPR technology, to remain financially sustainable, the investment should be made in coordination with implementing a permit application fee (see Recommendation #6).



Figure 7. Mobile License Plate Recognition Camera

LPR technology is an important parking management tool that improves enforcement efficiency and coverage. Using LPR technology as a parking management tool **automates current manual enforcement processes**. Instead of verifying that each vehicle has a physical permit displayed, the license plate number is the unique identifier associated with the vehicle.

LPR for Permit Parking Enforcement

In addition to virtual permit verification, LPR equipment can provide additional enforcement efficiencies. An LPR system can be leveraged for multiple purposes, including enforcement of permit districts, time districts, vehicle abatement, scofflaw detection, and wanted vehicle identification. This will enhance enforcement efficiency and support the implementation of virtual parking permits and other plate-based solutions. It is recommended that **two Parking Control Officer (PCO) vehicles be equipped with mobile LPR technology initially**. Additional LPR technology can be purchased based on PCO staffing, budget, and the potential implementation of new PPP districts.

Public agencies that utilize LPR in California are required to publish a Surveillance Use Policy that defines policies including data security and retention schedules. The City should confirm that the Surveillance Use Policy allows LPR to be used for parking enforcement and ongoing data collection. The City should update the policy as needed.

Transition to Virtual Permits

The transition to virtual permits should take place once the LPR has been acquired. It is recommended that the City completely transition to virtual permits during an upcoming permit renewal cycle. This will avoid a "hybrid" program with physical and virtual permits that is challenging to enforce, as mentioned earlier. It is a best practice to begin messaging a major program change, like virtual permits, **at least two months** prior to implementation. The City can leverage their existing permit and citation management vendor to introduce an integrated and automated system that provides for both mobile LPR and virtual permit management.

Recommendation #8: Ongoing enforcement staffing adjustments based on data.

Parking policies are only effective if there is compliance. In order to encourage compliance, consistent parking enforcement and community education is critical. The City should consider allocating **one to two additional part-time staff to parking enforcement**. Additional PCOs will be critical for efficient and effective enforcement of permit districts.

Gap Management

Parking enforcement productivity is not, and should never be, based upon a quota or the number of citations issued. Consistent enforcement in some cases will reduce the frequency of citations issued over time due to an increase in compliance. Instead, **productivity should be measured and monitored using Gap Management strategies**. Gap Management is the process of analyzing citation issuance trends, identifying gaps in issuance, and accounting for all time spent in the field. LPR and citation issuance handheld devices also provide GPS location data which should be monitored to confirm consistent coverage of assigned routes or districts.

Recommendation #9: Adjust enforcement policies for permit parking districts.

Follow the three-step industry best practice: **1. Educate; 2. Warn; 3. Enforce**. It is important that the community and those that will be affected by the new PPP program changes are well informed. The City should create a comprehensive education and outreach campaign to ensure information is spread across different platforms such as email, flyers, website, etc. Once changes are made, education is continued through warning notices. Warning first time violators is important to both educate and ensure compliance in the future. Once the public is fully educated on the changes, begin enforcement for those who do not comply with regulations.

Prepare for Enforcement

Before initiating enforcement of a new PPP district, the City should consider a policy where the permit district restrictions are only active upon the installation of signs, and 50 percent or more of households have purchased permits. The City should communicate the new restrictions by posting signs, informing residents by email and/or postcard, and updating the City website and parking landing page (see Recommendation #10).

If leading up to the program launch at least 50 percent of residents have not yet purchased permits, the City should evaluate whether there are enough preferential permits to begin enforcement. It is possible that not all residents need a permit since some may not have a car, and others may use on-site parking. **Additional outreach may be helpful** to remind residents that enforcement is coming soon and that they should purchase permits if they are planning to utilize on-street parking during the designated operating times. If 50 percent of the residents have still not purchased permits, the City should reassess if the PPP district is necessary.

Warning Notices

The City can also issue warning notices along with permit program informational flyers at the onset of enforcement to assist with the outreach process. **Warning notices should be issued for all first-time PPP violations** within the first three months of implementation. A warning notice phase is a parking industry best practice whenever there is a parking policy change.

Recommendation #10: Enhance program branding and marketing.

Centralize Information

The City should consider developing a single landing web page on the City website that functions as a **one-stop shop for all things parking** in Tustin. This landing page should be an information hub for parking that includes links to purchase permits, pay for parking citations, and any other parking actions necessary to support the City's parking programs.

Communicate Processes

Additionally, the City should **develop a visual representation** of the process new permit districts petitions will need to follow prior to being implemented. Whenever possible policies, guidelines, and rules for the preferential permit parking program should be represented graphically and communicated clearly. Any materials, documentation, or graphics created should be **produced in both English and Spanish**.

Develop a Brand

The City should consider developing a **parking and mobility brand**. A brand can maximize ongoing exposure and familiarity with the City's parking programs, and there is an opportunity to incorporate the brand along with a website landing page. The parking brand should be designed to help to make parking easy, convenient, and accessible. For example, the ParkSL brand and website for the City of San Leandro is a comprehensive mobility brand that incorporates transit, walking, and other mobility solutions.

Figure 8: City of Anaheim Permit Flowchart

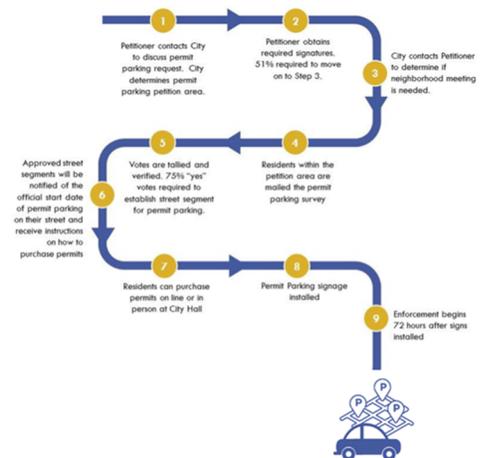


Figure 9: ParkSL Brand



Mid-term

Figure 10: Mid-term Recommendations Goals Supported

Recommendations		Equitable	Sustainable	Efficient
11	Ongoing data collection and program evaluation.	✓	✓	✓
12	Pursue shared parking agreements.	✓	✓	✓

Recommendation #11 Ongoing data collection and program evaluation.

Evaluate Program and Policies

As recommendations are implemented, and new policies are established, the City should **continuously evaluate the effectiveness of the PPP program and policies**. Ongoing data collection and evaluation will be essential to ensuring the program adapts to best fit the needs of the community. Rather than reacting to perceptions, parking demand management strategies are most effective when **changes are made incrementally and based on data**. The ongoing evaluation should identify if program changes previously evaluated as *“Not recommended at this time. Consider for future evaluation”* should be implemented. The City should also evaluate the effectiveness of the PPP program to manage parking demand and determine if program adjustments are needed.

Leverage Technology

The City should conduct ongoing parking occupancy studies on a regular schedule, at least annually. The City can leverage mobile LPR equipment (see Recommendation #7) for ongoing analysis of data that is already being collected during enforcement activities.

The parking industry-standard target for the parking occupancy rate is 85 percent. The City should use this metric as a threshold for when to make further permit program adjustments. At this rate, there are enough vacant parking spaces to: 1) minimize congestion from drivers searching for spaces; and 2) reduce oversupply, which is an inefficient and costly use of valuable land. Parking management and policy decisions should be made with the 85 percent occupancy target in mind. Peak periods resulting from special events or holidays are typically managed as exceptions.

If a permit district is found to regularly reach or exceed the 85 percent occupancy and utilization threshold, this indicates that the City should consider adjusting permit policies. For instance, this particular permit district may need to implement a limit on guest permits allowed per household, increase the permit rates, and/or adjust permit hours to begin before 2:00 AM or end after 6:00 AM.

Recommendation #12: Pursue shared parking agreements.

Leverage Existing Supply

A shared parking agreement between the City and a private property owner could provide additional residential parking opportunities by **leveraging the existing parking supply**. Benefits of shared parking include:

- Sharing parking is more cost-effective than acquiring or building off-street parking locations;
- Can provide convenient parking options for evening and overnight parking in neighborhoods where on-street parking demand exceeds supply;
- Can provide appropriate employee parking in commercial areas to help discourage spillover into residential areas;

- Optimizes the use of existing supply; and,
- Avoids overabundance of parking or land space that could otherwise be optimized for better uses.
- Typically, a shared parking agreement is meant to be mutually beneficial by leveraging the parking supply during times when it is typically underutilized. This can provide another revenue stream for the property owner.
- Can leverage the City's existing permit management system for permits in shared parking locations.

The City should **prioritize pursuing shared parking agreements**, particularly in Districts 2 and 4 (see Figure 25), where survey respondents noted that they regularly had to park from a few blocks to a significant distance away from their home. Shared parking would provide immediate relief for neighborhoods where parking demand exceeds supply.

Since shared parking agreements are usually only favorable to property owners when cost-neutral or profitable, the shared parking approach should be considered in conjunction with efforts to implement the permit fee and escalating rate structure (see Recommendation #5). Shared parking agreements should be designed to **safeguard the property owner** while providing an opportunity for additional revenue through a negotiated revenue share between the City and the property owner. At a minimum, shared parking agreements typically consider the following:

- Term and extension: Evaluate the return on investment and ensures that the contract terms allow for potential redevelopment in the future if needed;
- Use of Facilities: Establishes available hours, number of spaces, time limitations and ensures that the base user will retain use at the end of the sharing period;
- Maintenance: Evaluates and incorporates the added maintenance and operation costs;
- Lease costs: Cost of the lease and any negotiated revenue shares;
- Operations: Considers revenue collection operations as applicable and needed signage;
- Utilities and Taxes: Determines the responsible parties and any cost-sharing agreements;
- Signage: Considers opportunities for consistency with signage and branding;
- Enforcement and Security: Determines who will handle enforcement and towing;
- Insurance and Indemnification: Considers litigation with any cost-sharing; and
- Termination: Identifies the grounds for termination or cancellation.

Long-term

Figure 11: Long-term Recommendations Goals Supported

Recommendations		Equitable	Sustainable	Efficient
13	Promote and enhance transportation mode alternatives.	✓	✓	✓
14	Improve street design elements.	✓	✓	✓

Recommendation #13: Promote and enhance transportation mode alternatives.

While residential vehicle parking is the primary focus of this report, it is also important to acknowledge how encouraging the use of alternative modes of transportation is better for the environment and reduces roadway congestion. For those that are capable, **walking should be encouraged**. It is a healthy, convenient option that can be further enhanced with some improvements.

Mitigate Parking Demand

Promotion of alternative transportation modes can help residents understand options available other than driving alone. Encouraging residents to utilize other modes of transportation can relieve some commercial parking pressure, as well as help reduce overall roadway congestion. Additionally, as stated in Recommendation #10, the City should consider developing a parking and mobility brand. The comprehensive mobility brand can be leveraged to promote transit, walking, and other mobility solutions.

Enhance Pedestrian Safety

The City should **evaluate ways to improve walkability and enhance pedestrian infrastructure**. Improvements are most important in areas where walking is a viable option to access goods and services. Locations within a reasonable distance to destinations such as transit stops, schools, libraries, hospitals, medical clinics, community centers, commercial areas, and public parks should be prioritized. It is important to ensure the safety of those who chose to walk. If a pedestrian feels unsafe, they may not choose to walk on specific routes or may choose to eliminate walking as alternative mode of transportation all together. Enhancements such as increased lighting along major routes can improve visibility and the feeling of safety (see Recommendation #14), especially in those areas where residents are parking and walking a significant distance to their homes.

Recommendation #14: Improve street design elements.

The City should invest in improving residential street design elements to improve safety and maximize parking efficiency.

Improve Lighting and Sidewalks

When asked if you could change, fix, or improve anything about residential parking in Tustin, some of the survey respondents expressed concern about the lack of lighting in their neighborhood. In order to improve safety, the City should evaluate the current level of residential street lighting and improve visibility as needed, particularly in high-density areas where parking demand and occupancy rates are high.

Additionally, the City should consider sidewalk enhancements and the feasibility of adding new sidewalks in any neighborhoods without them. Improvements to street lighting and sidewalk safety would benefit residents who rely on street parking and must walk a few blocks to and from their vehicles.

Maximize On-street Parking

To maximize on-street parking supply, the City could consider residential parking design elements that make efficient use of the existing right-of-way. In high-density areas where parking demand and occupancy rates are high, the City could consider marking spaces on-street. This can help prevent vehicles from parking improperly, saving spaces, and blocking driveways.

Additionally, the City could consider implementing angled parking in any areas where street width and design allows; however, each block should be evaluated as angle parking can reduce the total number of parking spaces versus parallel parking.



Comprehensive Implementation Guide

This section provides an overview of recommendations and implementation steps for the estimated near-term (1-2 years), mid-term (3-5 years), and long-term (6+ years) timeframes. Actual timing will be dependent on City Council prioritization, funding availability, and the ongoing evaluation of initial implementation steps.

Certain recommendations have dependencies or important considerations that will impact the approach or timing. These are indicated with footnotes to provide a summary, and additional explanations can be found in the individual recommendation sections.

The following symbols are used as applicable throughout the implementation guide:

- **MC**: May require a municipal code update.
- **\$, \$\$, or \$\$\$**: May require a budget allocation, investment, or purchase. Estimated budget amounts are indicated based upon the following ranges.

Symbol	Estimated Range
\$	Less than \$20,000
\$\$	Between \$20,001 - \$50,000
\$\$\$	More than \$50,000

Near-term

Figure 12: Near-term Recommendations Overview

Recommendations

1	Clarify the intent of the PPP program.
2	Expand PPP boundary requirements.
3	Revise PPP petitioning and occupancy study guidelines. ¹
4	Revise PPP program administrative policies. ¹
5	Introduce an escalating rate structure. ¹
6	Introduce a fee for PPP program applications.
7	Implement mobile license plate recognition (LPR) technology, and transition to virtually managed permits. ²
8	Ongoing enforcement staffing adjustments based on data.
9	Adjust enforcement policies for permit parking districts.
10	Enhance program branding and marketing.

¹Many of the near-term recommendations involve adjustments to the PPP program permit districts and administrative policies. The new policies should be implemented all at once, along with any of the recommended program adjustments.

²Ongoing data collection (preferably with LPR technology) will be critical for evaluating the impact of the PPP program policies. Occupancy and turnover data should be leveraged to determine whether policy adjustments are needed, or if tailored permit district policies are needed.

Figure 13: Near-term Implementation Checklist

✓ Implementation Steps	
<input type="checkbox"/>	1 Update the municipal code to enable the updated PPP district policies and administrative policies. MC (Recommendation #1)
<input type="checkbox"/>	2 Allocate funding for the procurement of LPR technology. (Recommendation #7)
<input type="checkbox"/>	3 Allocate funding for additional parking enforcement staff. (Recommendation #8)
<input type="checkbox"/>	4 Update PPP District Policies <ul style="list-style-type: none"> • Allow all residential housing types to be eligible to apply for new PPP districts. • Require a 4-block minimum when establishing a new standalone permit district. • Allow individual streets/blocks/complexes to annex into existing permit areas. • Require streets/blocks/complexes petitioning to join an existing permit area to be assessed individually. • Establish a residential petitioning process. • Require 65% or more of household to be in support of implementing a new PPP area. • If the street/block/complex is adjacent to an area with a current permit parking designation within a given district a resident can petition his/her street/block/complex to be annexed into the existing permit area. Non-adjacent streets/block/complex will require a minimum 65% vote by petition of the remaining non-permitted district area in order to activate the entire district as a permit parking district. • If the street/block/complex is in a district where no permit parking areas currently exist, then a resident can petition the entire district which will require a minimum of 65% vote to activate the entire district as a permit parking district. • Expand PPP petition to include residents/tenants of multi-family buildings. • Require streets petitioning to be removed from a permit district to have less than 50% of the surrounding streets have permit requirements. • Do not allow oversized vehicles to receive parking permits. • Allow guest permits to be available to all eligible households, including multi-family residences. (Recommendations #2, 3, 4)
<input type="checkbox"/>	5 Update PPP Administrative Policies <ul style="list-style-type: none"> • Make all permits non-transferable and associated with vehicle's license plate number. • Allow existing permits to be transferred only after a new vehicle is purchased.

✓ Implementation Steps

- Limit permits to one permit per eligible resident by requiring driver's license number and proof of tenancy.

(Recommendation #4)

- 6 Begin outreach and communication of new PPP district and PPP administrative policies. **\$**
(Recommendation #9)
- 7 Determine a set of guidelines for occupancy rates. For instance, when a permit district regularly exceeds 85% occupancy, there should be consideration for additional policy changes. *(Recommendations #3, 11)*
- 8 Determine number of LPR units needed. *(Recommendation #7)*
- 9 Evaluate any existing City LPR data privacy and retention policies, develop them if needed, and ensure they provide the ability to use LPR for ongoing data collection. The City's policy should be posted on the City website. *(Recommendation #7)*
- 10 Procure vehicle-mounted, mobile LPR technology on a minimum of two vehicles to start. **\$\$**
(Recommendation #7)
- 11 Eliminate property inspections for PPP eligibility with the purchase of LPR technology.
(Recommendations #4, 7)
- 12 Determine required adjustments for City's existing permit management system (PMS) based on updated permit policies. The PMS should be integrated with the City's citation management system (CMS) and LPR technology. *(Recommendation #4)*
- 13 Develop a landing page on the City's website that functions as a one-stop-shop for all things parking in Tustin, which includes links to the site to purchase permits, pay for citations, and any other parking actions necessary to support the City's parking programs. **\$** *(Recommendation #10)*
- 14 Consider developing a parking and mobility brand to incorporate into the website and any future outreach materials. The comprehensive mobility brand can be leveraged to promote transit, walking, and other mobility solutions in the future. *(Recommendation #10)*
- 15 Develop content for the landing page, including visual representations of the process of new permit districts, and a summary of frequently asked questions (FAQ's) relating to parking, policies, procedures, and other information that is often discussed. Whenever possible, develop materials, documentation, or graphics in both English and Spanish to inform the public of any general parking or PPP program changes. *(Recommendation #10)*
- 16 Designate an employee or a team to review the page and links regularly, such as twice annually, to ensure the information remains up-to-date and reflects any recent changes in policies, ordinances, or fees. *(Recommendation #10)*
- 17 Begin outreach of new parking website through emails, flyers, and postcards. Utilizing QR codes can be an effective way to publicize the website. **\$** *(Recommendation #10)*
- 18 Determine fee to petition for a new PPP district. For instance, neighboring cities like Anaheim, Stanton, and Orange charge \$500, \$660, and \$2,500 (respectively). Tustin should consider a fee of \$500 to begin with. *(Recommendation #6)*
- 19 Introduce and implement fee associated with the petition submitted by residents for the installation of a new PPP district. Ensure residents are aware of this new fee by incorporating the information in the application and on the City's parking website. *(Recommendation #6)*
- 20 Determine annual resident parking permit fee. Consider market rates for off-street parking when determining the appropriate permit fees. It is suggested that Tustin begin with \$25 annually for the first permit and price remaining permits at an escalated rate. Offering additional permits at an escalated rate of \$25 per additional permit. For instance, Permit 1 is \$25, Permit 2 is \$50, Permit 3 is \$75, Permit 4 is \$100, etc. *(Recommendation #5)*
- 21 Introduce and implement permit fees to purchase an annual resident parking permit.
(Recommendation #5)

✓ Implementation Steps

- 22 Develop "Good Neighbor" policies. *(Recommendation #4)*
- 23 Begin to require residents to sign "good neighbor" policies when applying for a parking permit. *(Recommendation #4)*
- 24 Install LPR technology on enforcement vehicles that will be dedicated to parking enforcement. *(Recommendation #7)*
- 25 Allocate and train one or two additional part-time staff in the Police Department for parking enforcement to support PCOs. **\$\$-\$\$\$** *(Recommendation #8)*
- 26 Train staff on how to utilize the LPR technology for enforcement of permit districts, time zones, the 72-hour rules, abandoned vehicle abatement, scofflaw detection, and wanted vehicle detection. *(Recommendation #8)*
- 27 Begin enforcement using LPR and adjust enforcement zone assignments and routing as needed based on GIS location data to ensure consistent and efficient coverage of routes and zones. *(Recommendations #7, 8)*
- 28 Establish clear guidelines for PCO's on when to issue a warning notice to first-time violators. *(Recommendation #9)*
- 29 Draft and begin community outreach for the transition to virtual permits at least two months prior to the annual renewal period. Publish information on the City's parking website and mailing out postcards or flyers to residences in permit districts. *(Recommendations #9)*
- 30 Launch the PPP program on the PMS only after LPR technology has been installed, and the program is ready to transition to virtually managed resident and visitor permits. The transition should take place during the annual renewal period, and any "hybrid" program should be avoided. *(Recommendations #2, 3, 4, 5, 6, 7)*
- 31 Monitor permit purchasing of new districts before installation of signage. Ensure permit districts restrictions are only active once 50% or more of households have purchased permits. If under 50%, begin additional education and outreach efforts such as emails, postcards, flyers, and updating the City's parking website. *(Recommendation #9)*
- 32 Reassess PPP districts if education and outreach has been completed in new PPP district and still, under 50% of residences have purchased permits. *(Recommendation #9)*
- 33 When new PPP districts are established, require that any new restrictions or changes in restrictions will be enforced with warnings for the first three months. Begin additional outreach such as providing informational flyers to violators. *(Recommendation #9)*
- 34 Determine a fee for guest permits. A small fee could be considered. For example, the City of Anaheim charges \$1.00 per permit. *(Recommendation #5)*
- 35 Begin to implement fee for guest permits. *(Recommendation #5)*
- 36 Leverage LPR technology for occupancy studies of proposed districts. *(Recommendations #3, 7)*
- 37 Utilize CMS and LPR technology for gap management and monitor PCO productivity. PCO productivity is not, and should never be, based upon a quota or the number of citations issued. *(Recommendation #8)*
- 38 Review permit fees and enforcement costs annually to determine whether the City's costs are being recovered and whether the cost structure is effective at discouraging excessive permit usage. *(Recommendations #5, 6)*

Mid-term

Figure 14: Mid-term Recommendations Overview

Recommendations	
11	Ongoing data collection and program evaluation. ²
12	Pursue shared parking agreements.

Figure 15: Mid-term Implementation Checklist

✓ Implementation Steps	
<input type="checkbox"/> 1	Leverage LPR technology for ongoing monitoring of PPP district effectiveness and determine if policies need to be adjusted. Revise parking demand management strategies and PPP program policies based on collected data. Utilize the collected data to also evaluate program changes stated as above. <i>(Recommendation #11)</i>
<input type="checkbox"/> 2	Identify potential shared parking locations that can be utilized to provide additional parking supply, provide evening and overnight parking, mitigate on-street demand, and optimize existing supply. Specifically in Zones 2 and 4 where residents identified a significant need for additional parking options. <i>(Recommendation #12)</i>
<input type="checkbox"/> 3	Develop a shared parking agreement template for use in upcoming negotiations. The agreement should address term and extension, use of facilities, maintenance, lease cost, operations, utilities and taxes, signage, enforcement and security, insurance and indemnification, and termination. Consider allowing PPP program restricted oversized vehicles to utilize shared parking locations. <i>(Recommendation #12)</i>
<input type="checkbox"/> 4	Actively pursue and negotiate potential shared parking opportunities. The shared parking approach should be considered in conjunction with implementing permit fees. <i>(Recommendation #12)</i>
<input type="checkbox"/> 5	Negotiate revenue shares with the property owner to find a mutually beneficial option. <i>(Recommendation #12)</i>
<input type="checkbox"/> 6	Establish shared parking agreements with private property owners to provide residents with additional parking opportunities. \$ <i>(Recommendation #12)</i>
<input type="checkbox"/> 7	Begin outreach to PPP district permit holders who qualify and would benefit from utilizing the shared parking locations. <i>(Recommendation #12)</i>
<input type="checkbox"/> 8	Depending on the terms of the shared parking agreements, additional parking enforcement support or coverage may be required. <i>(Recommendation #12)</i>

Long-term

Figure 16: Long-term Recommendations Overview

Recommendations	
13	Promote and enhance transportation mode alternatives.
14	Improve street design elements.

Figure 17: Long-term Implementation Checklist

✓ Implementation Steps	
<input type="checkbox"/>	1 Allocate funding for pedestrian infrastructure improvements such as lighting and sidewalk repairs. \$\$\$ (Recommendation #14)
<input type="checkbox"/>	2 Evaluate ways to improve walkability, enhance pedestrian infrastructure, and increase safety. For instance, sidewalk repairs, lighting, and connectivity. (Recommendation #14)
<input type="checkbox"/>	3 Begin to encourage alternative modes of transportation to reduce roadway congestion and be environmentally friendly. Leverage the City's parking website to promote transit routes, bikeways, and other mobility options. (Recommendation #13)
<input type="checkbox"/>	4 Incorporate transit, walking, and mobility solutions into the City's mobility brand. (Recommendation #13)
<input type="checkbox"/>	5 Identify locations along major routes and locations where walking would be a viable option to access goods and services. Locations within a reasonable distance to destinations such as transit stops, schools, libraries, hospitals, medical clinics, community centers, commercial areas, and public parks should be prioritized. (Recommendation #13)
<input type="checkbox"/>	6 Evaluate the feasibility of additional sidewalk enhancements such as adding new sidewalks in neighborhood without them. (Recommendation #14)
<input type="checkbox"/>	7 Begin walkability and lighting improvements at identified locations. (Recommendation #14)
<input type="checkbox"/>	8 Identify locations in high-density areas where parking demand and occupancy rates are high. Begin to mark spaces on-street at these locations to maximize on-street parking supply and utilize the existing right-of-way. (Recommendation #14)
<input type="checkbox"/>	9 Evaluate blocks that would benefit, and street widths would allow for angled parking. It is important that each block be assessed individually as angles parking can sometimes reduce the total number of parking spaces versus parallel parking. (Recommendation #14)
<input type="checkbox"/>	10 Begin on-street marking accordingly, based on location and evaluation. (Recommendation #14)

Appendix - Online Survey Results

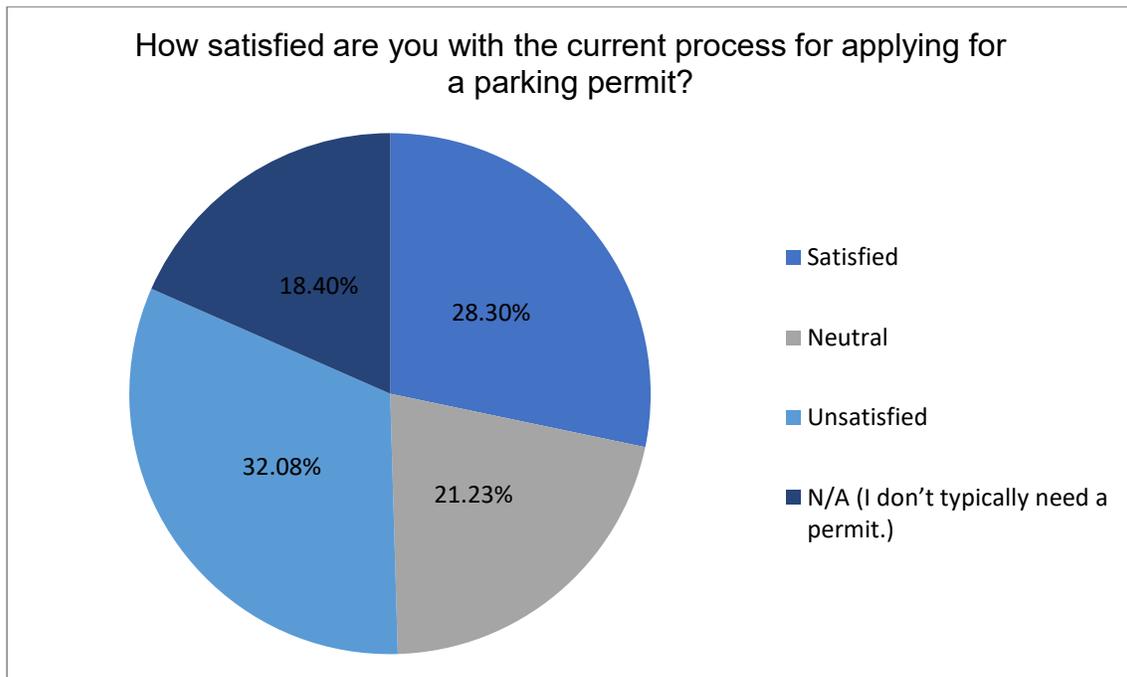
An online Residential Parking Survey was conducted from July 1-31, 2021. The purpose of the survey was to gather initial feedback about residential on-street parking, including existing policies and programs. The survey was available online with English and Spanish language options.

- There were 1,127 total responses. 1,085 of the respondents live in Tustin.
 - It should be noted that not all respondents answered every survey question as a certain response to select questions automatically directed the respondent to a specific set of questions.
- 3% of respondents took the survey in Spanish.

The following is an overview of feedback received through the survey.

- 33% (68 respondents) of those who live on a street with a Preferential Permit Parking (PPP) requirement (216 total responses) were unsatisfied with the current permit application process.
 - 30% (64 respondents) were satisfied, 21% (45 respondents) were neutral, 18% (39 respondents) answered N/A.

Figure 18. Permit Application Question (PPP block respondents only)



- Of 978 responses, the average household has 2.6 cars, while 804 respondents reported having an average of 3.1 on-site parking spaces.

Figure 19. Vehicle Ownership Question (all respondents)

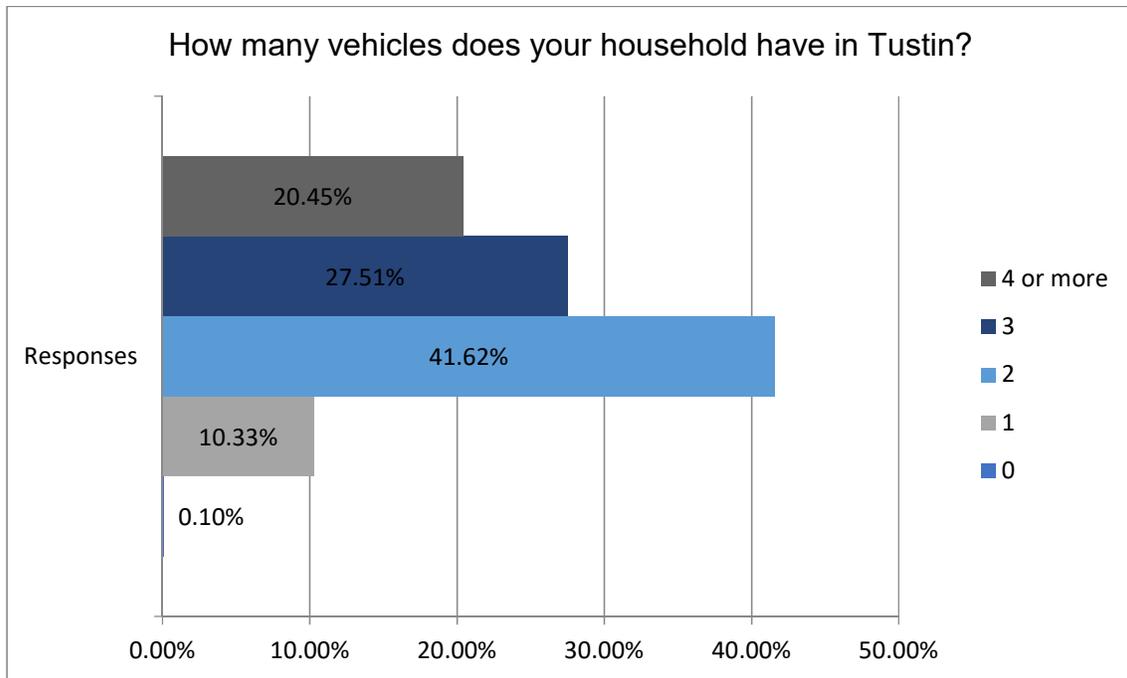
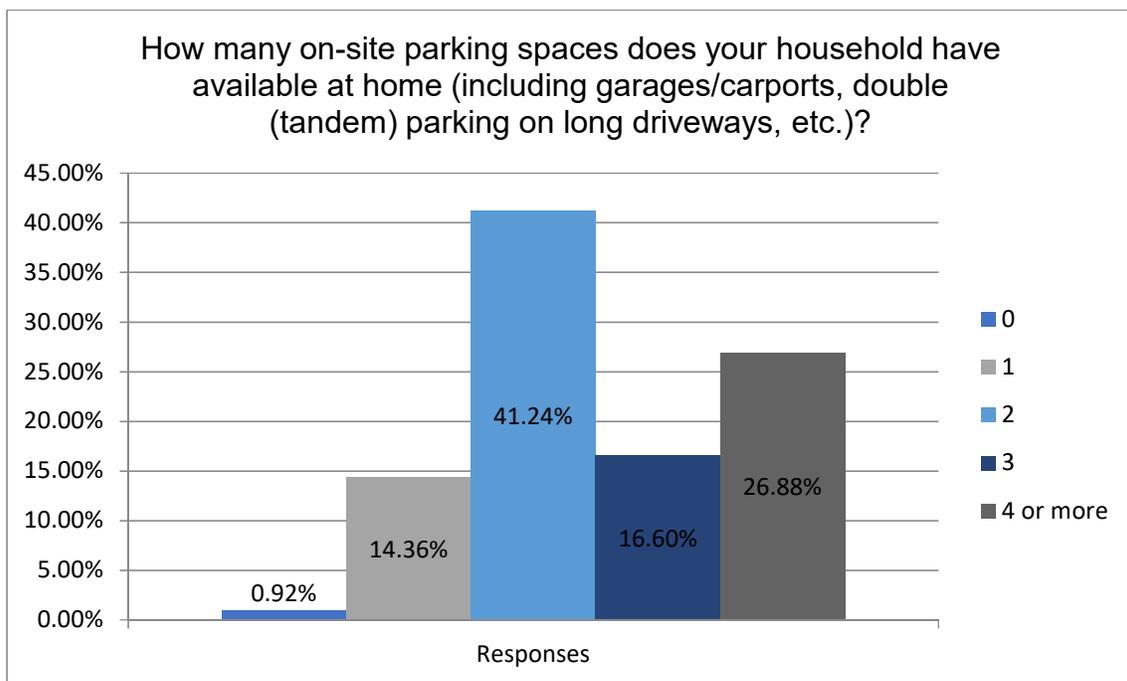


Figure 20. On-site Parking Question (all respondents)



- 40% (83 respondents) of those who live on a street with a PPP requirement (205 total responses), and 50% (204 respondents) of those who do not (752 total responses - multiple choice), found it difficult to find parking on their block in the evening.
 - 42% (382 respondents) of those not living on streets with a PPP requirement (752 total responses - multiple choice) also found it difficult to park overnight.

Figure 21. Parking Availability Question (PPP block respondents only)

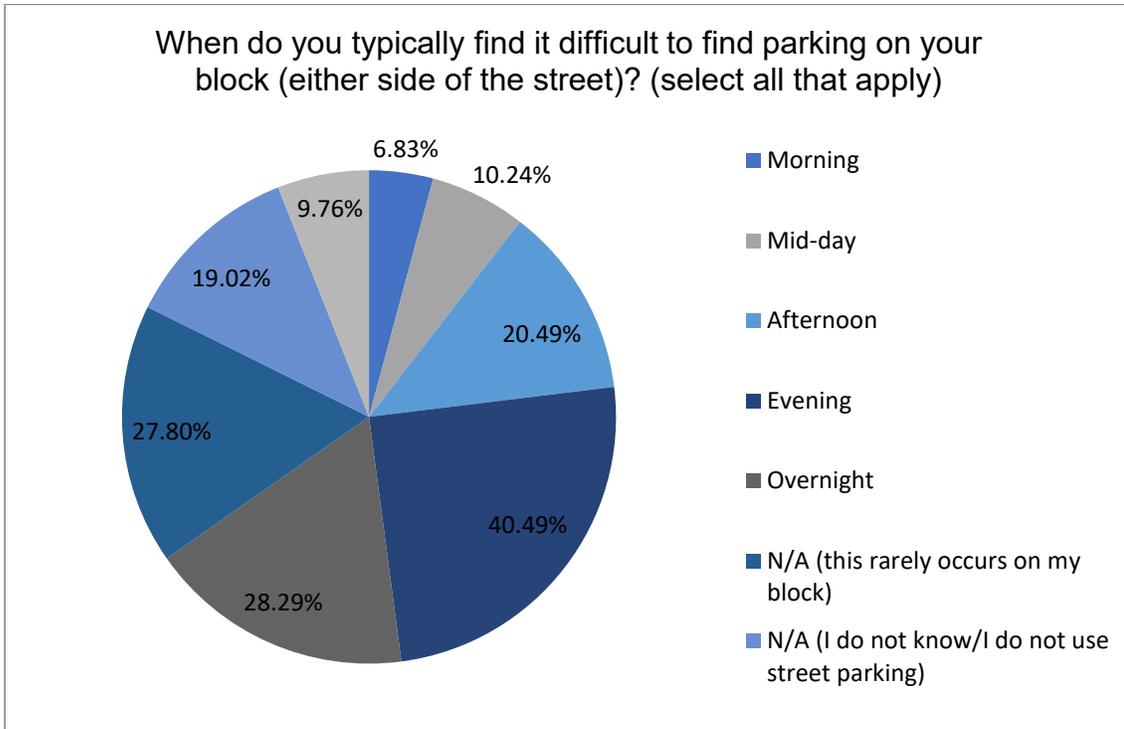
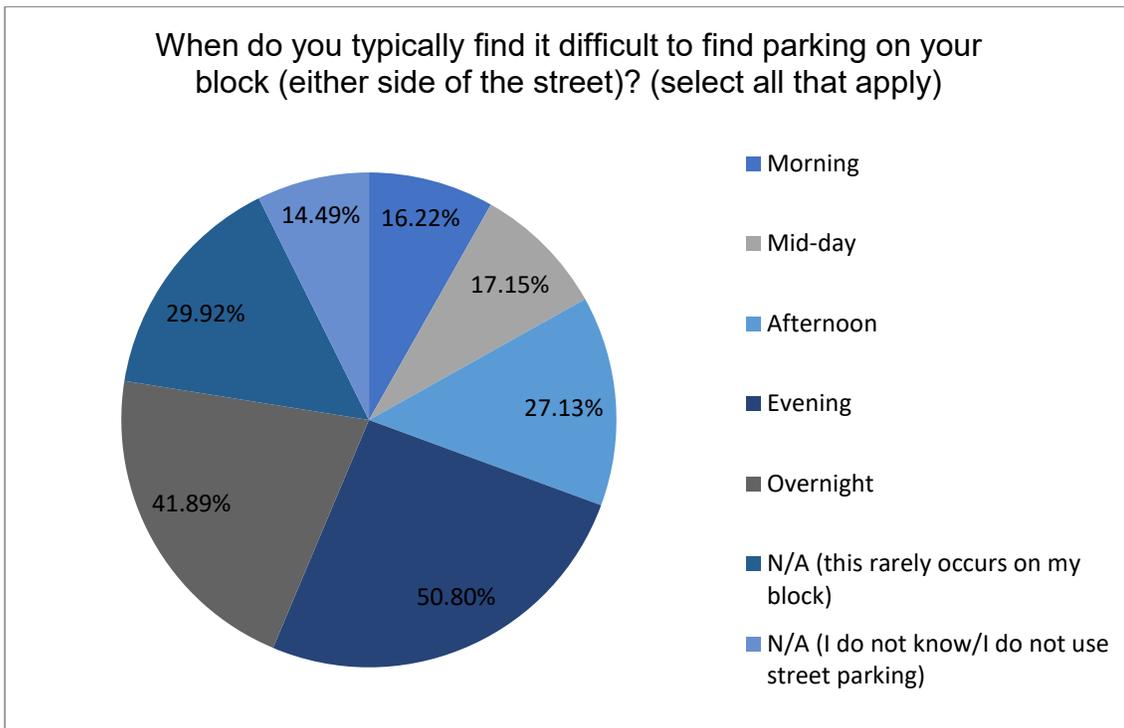


Figure 22. Parking Availability Question (non-PPP block respondents only)



- 43% (87 respondents) of those living on a street with a PPP requirement (204 total responses) can typically find parking on their block versus only 26% (197 respondents) of those without a PPP requirement (753 total responses).

Figure 23. Parking Distance Question (PPP block respondents only)

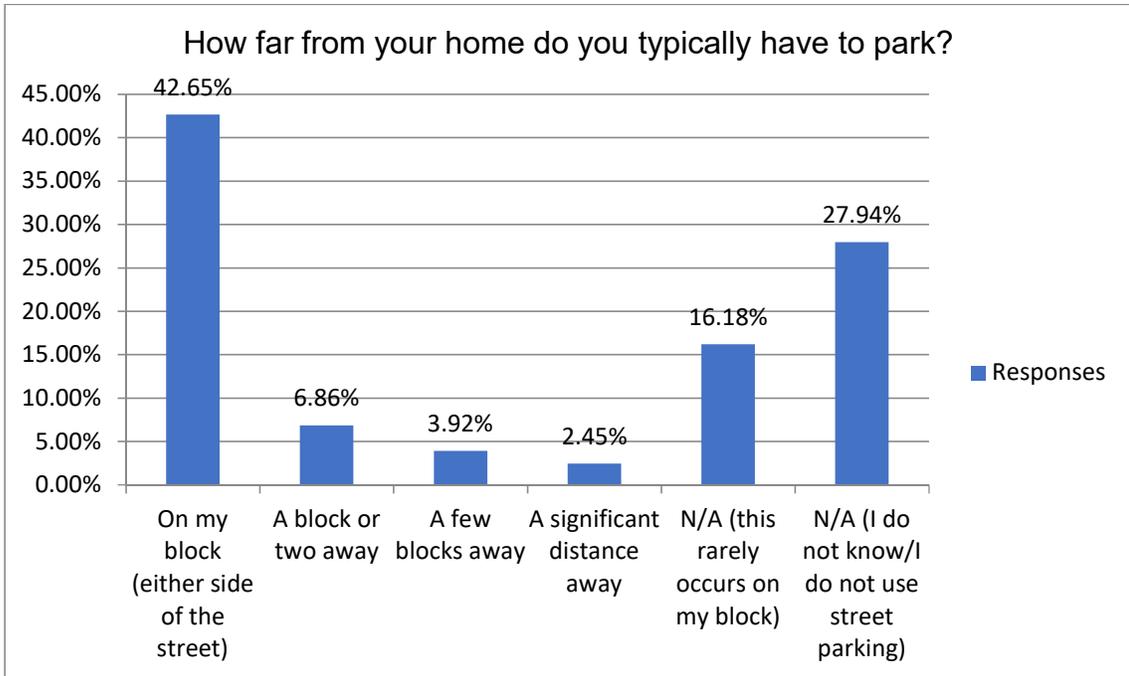
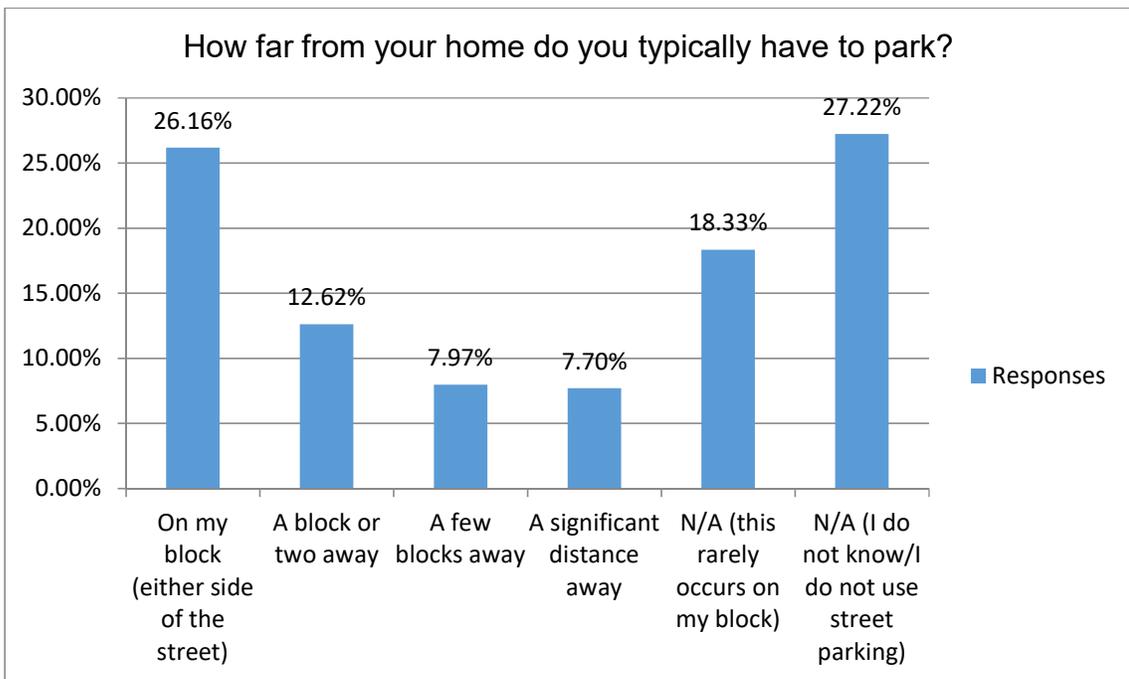


Figure 24. Parking Distance Question (non-PPP block respondents only)



- o Respondents who are not eligible for permits in Zones 2, 4, 6, and 7 as defined in the survey (see Figure 27) (162 respondents of 329 responses for these zones) are parking at least a block or two away over 30% of the time.

Figure 25. Survey Zones

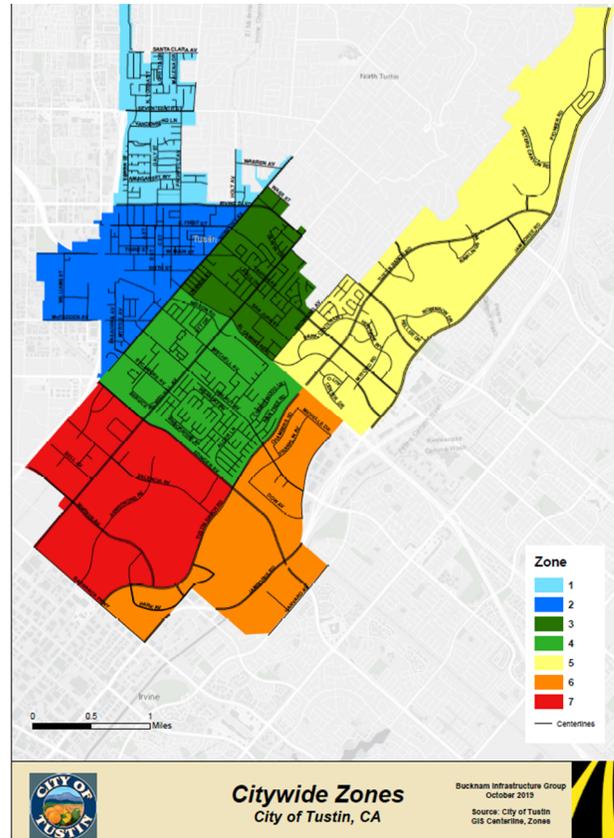
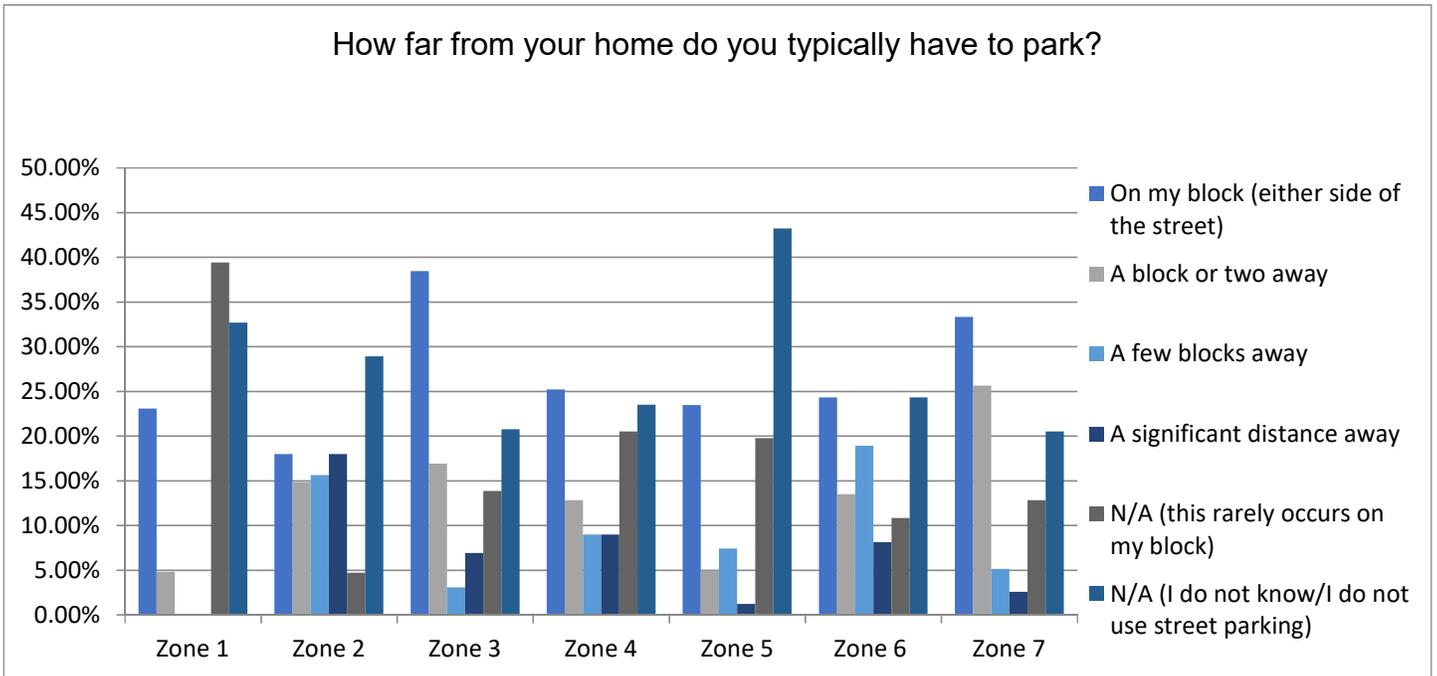


Figure 26. Parking Distance Question - Response by Zone (non-PPP block respondents only)



- Both those who live on a street with a PPP requirement and those who do not were split in support to expand the permit program to include additional public residential streets.
 - 36% (71 of 195 total responses) and 38% (269 of 712 total responses) support expansion, respectively
 - 27% (52 of 195 total responses) and 35% (248 of 712 total responses) do not support expansion, respectively

Figure 27. Expansion of PPP Question (PPP block respondents only)

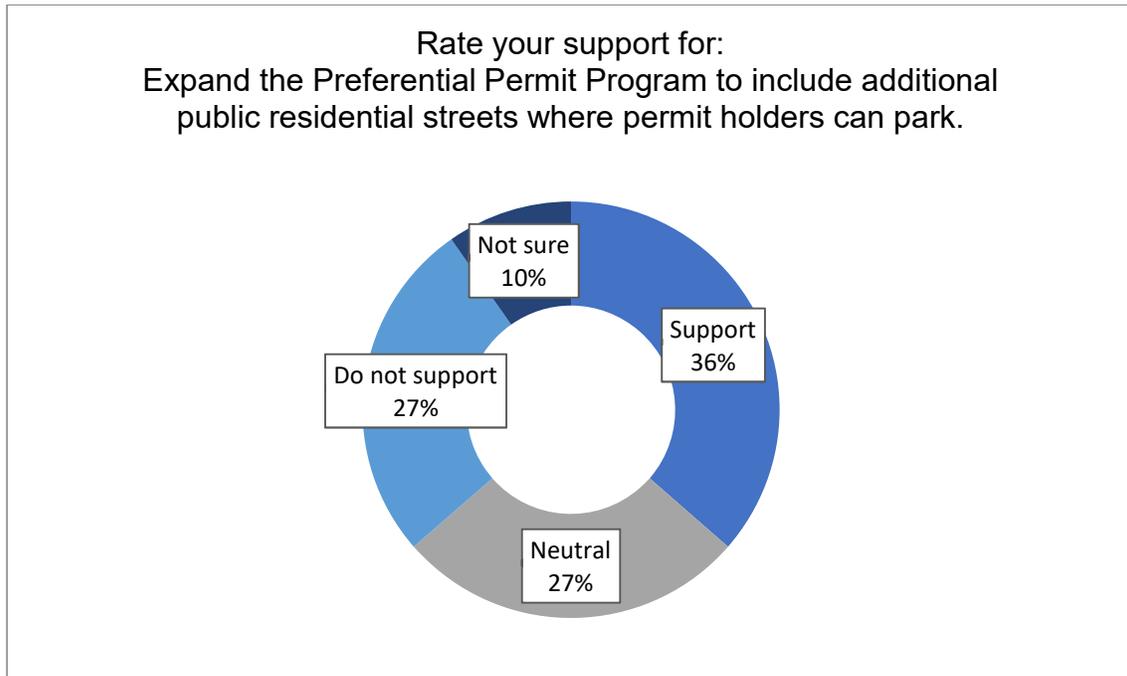
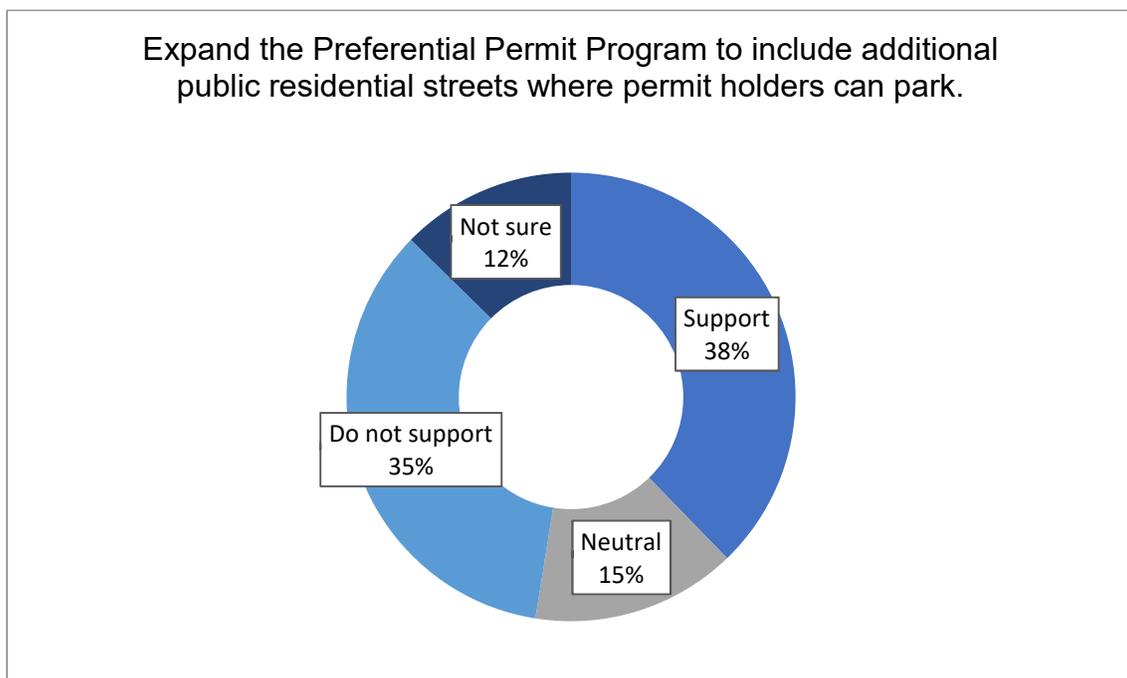


Figure 28. Expansion of PPP Question (non-PPP block respondents only)



- Responses were also split among those who live on a street with a PPP requirement and those who do not to:
 - Expand the PPP program Citywide to include all blocks with housing fronting public streets
 - 35% (68 of 196 total responses) and 35% (246 of 712 total responses) support
 - 34% (66 of 196 total responses) and 41% (295 of 712 total responses) do not support

Figure 29. Expansion of PPP Citywide Question (PPP block respondents only)

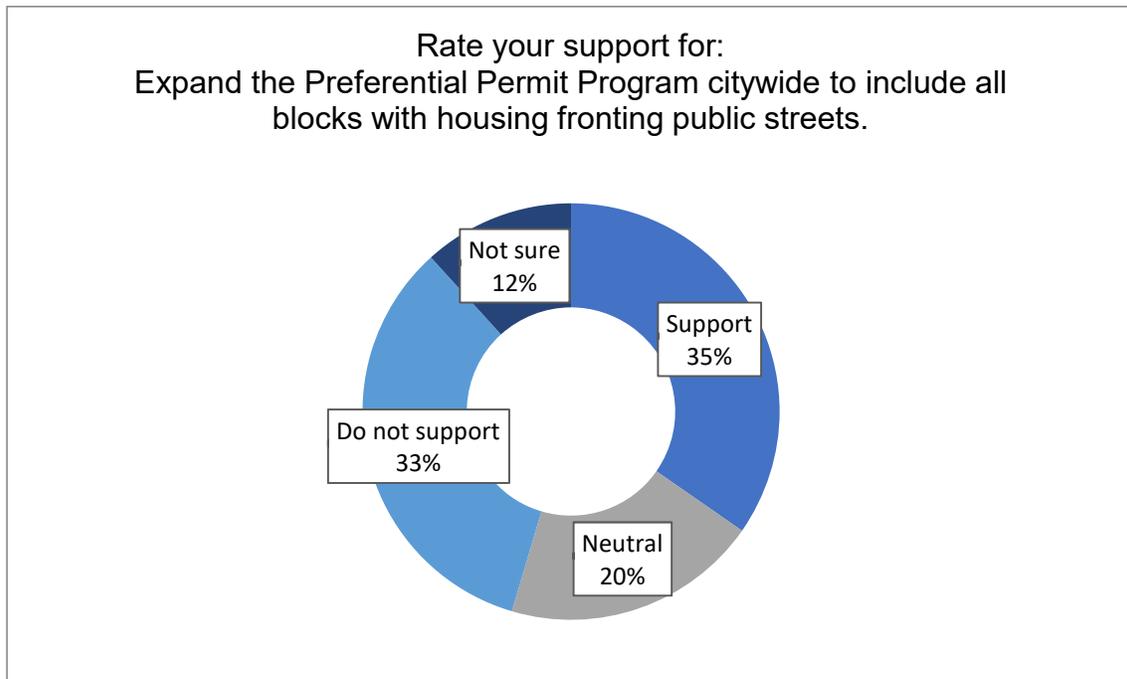
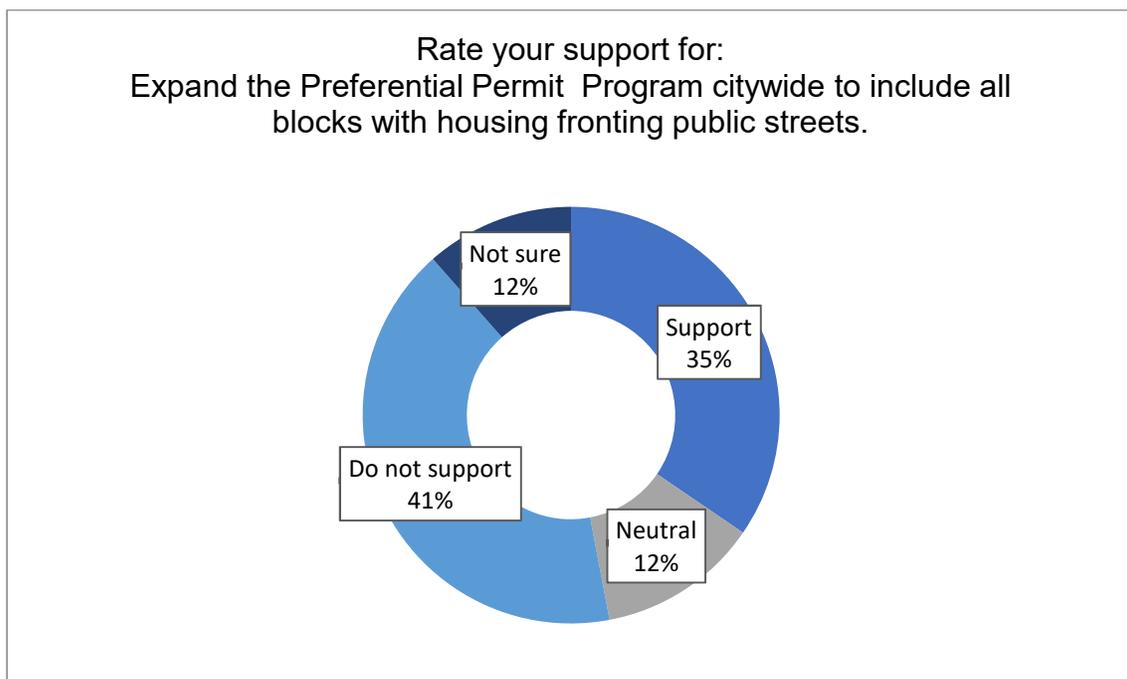


Figure 30. Expansion of PPP Citywide Question (non-PPP block respondents only)



- Adjust eligibility requirements to allow all Tustin residents within a specific zone to participate in the PPP program

- 37% (72 of 196 total responses) and 43% (308 of 710 responses) support
- 35% (68 of 196 total responses) and 28% (198 of 710 responses) do not support

Figure 31. Allow All Residents to Participate Question (PPP block respondents only)

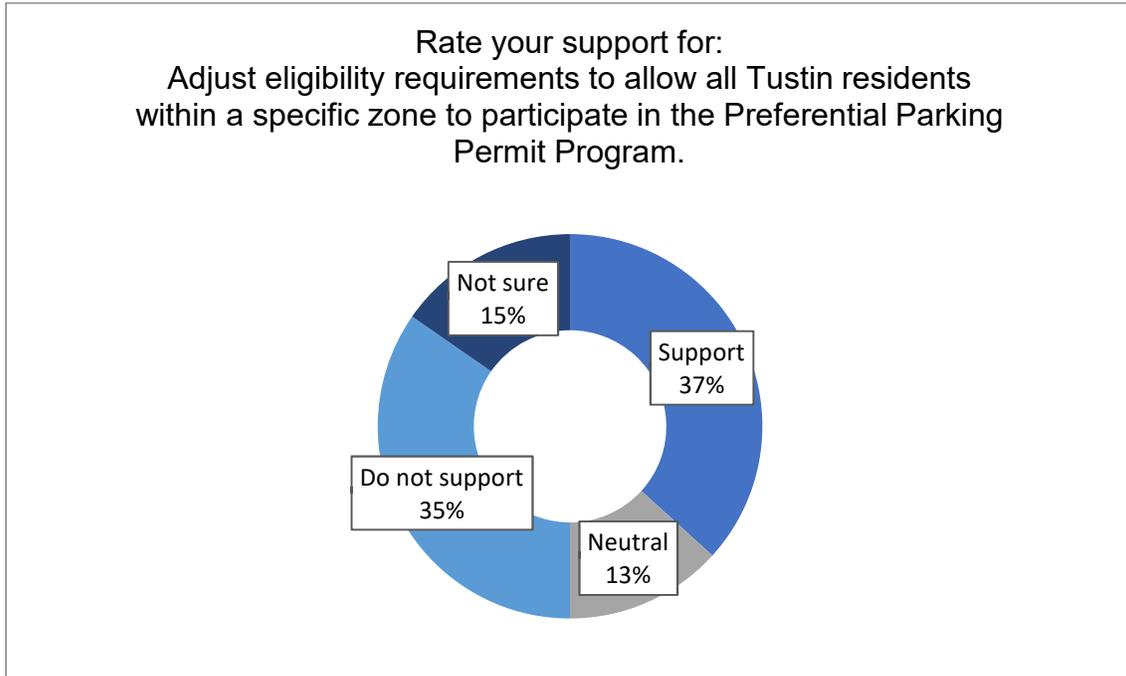
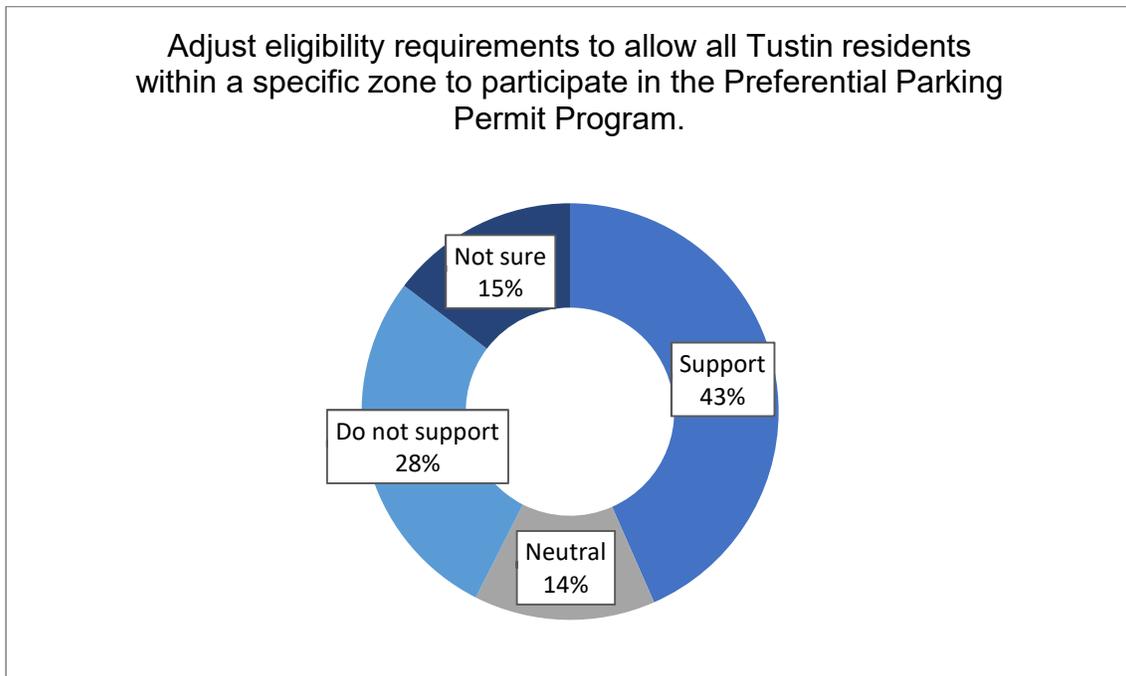


Figure 32. Allow All Residents to Participate Question (non-PPP block respondents only)



- In response to *if the City should eliminate the permit program altogether*, 24% (46 of 195 total responses) of those who live on a block with a PPP requirement supported the elimination of the permit program and 57% (111 of 195 total responses) did not.
 - 26% (185 of 710 total responses) of those who do not live on a block with a PPP requirement supported the elimination of the permit program and 33% (237 of 710 total responses) did not.

Figure 33. Eliminate the PPP Program Question (PPP block respondents only)

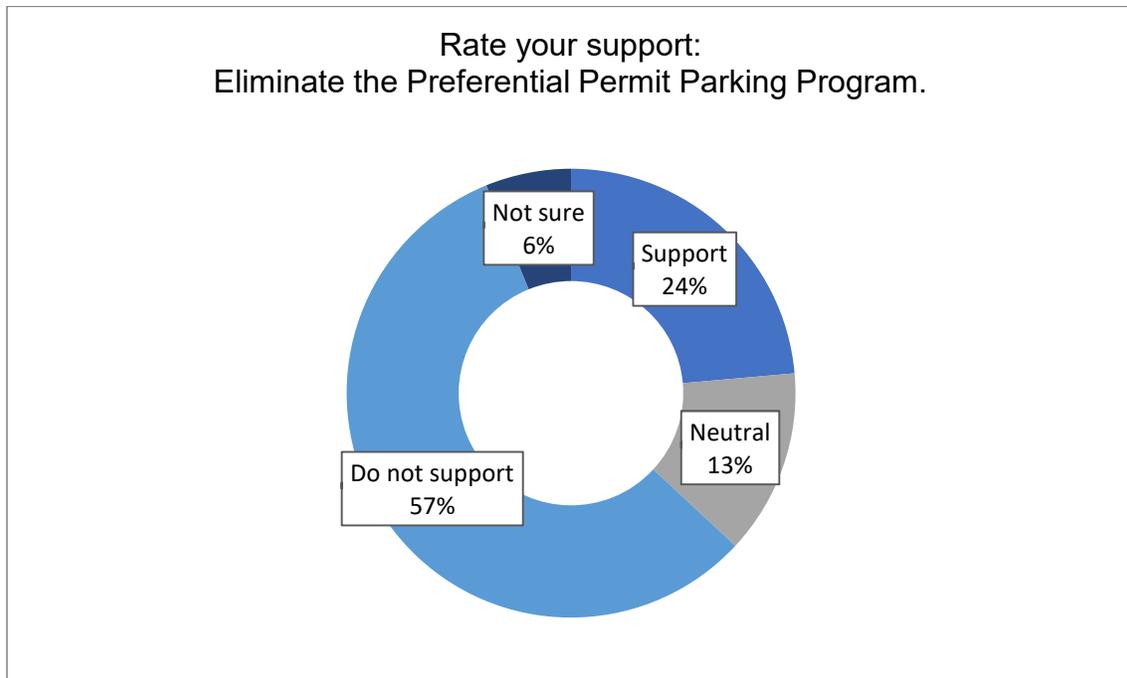
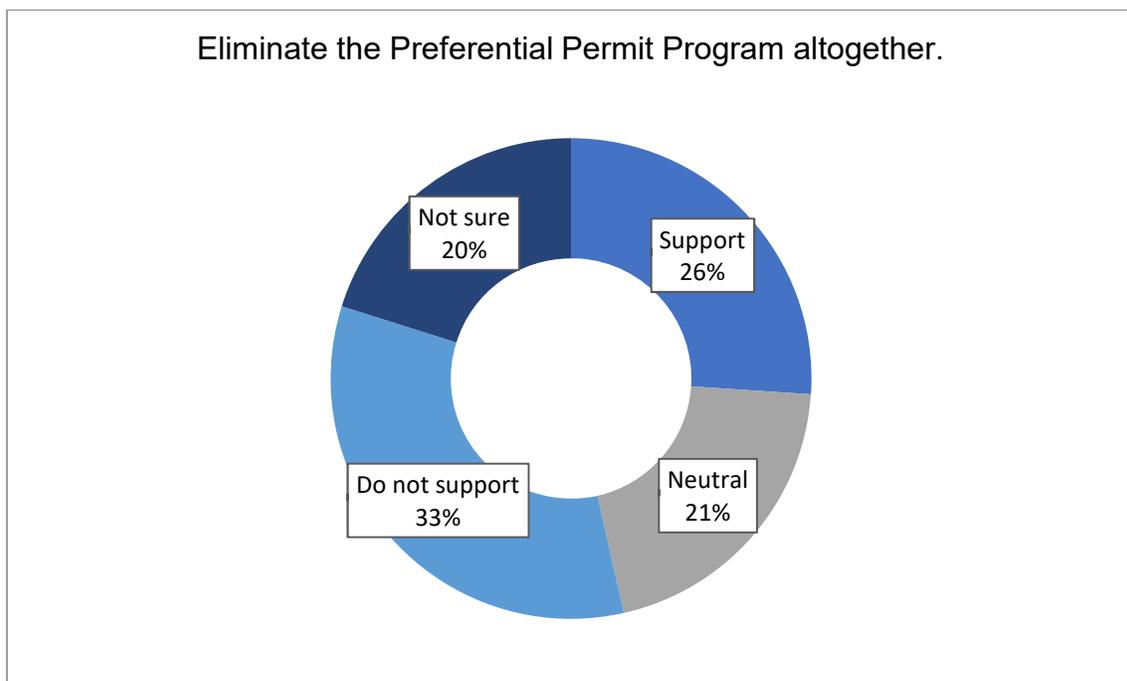


Figure 34. Eliminate the PPP Program Question (non-PPP block respondents only)



- When survey respondents were asked if they could change, fix, or improve anything about residential parking in Tustin, responses were wide-ranged and included (in no particular order):
 - Updating street sweeping hours and times
 - Restrict overnight parking to only Tustin residents
 - Require multi-family buildings to supply enough off-street parking
 - Build more off-street parking
 - Reduce the number of apartment/condo buildings being built, and increase the amount of on-site parking required for new developments

- Review zoning requirements for mandatory green space and setback regulations to evaluate adjustments that may allow for more on-site parking
- Issue permits based on household size (e.g., one permit per person)
- Restrict recreational vehicle (RV) and commercial vehicle parking in residential areas
- Allow for parking in commercial/business parking lots overnight
- Mark the parking spaces on-street with painted lines (space markers)
- Allow a single parking permit to be assigned to more than one vehicle
- Eliminate parking permits altogether