

**City Staff Preliminary Recommendations
Downtown Parking Management Study**

Underway or Status Quo

Consultant Item #	Category	Current Conditions	Recommendation
2	Parking Ownership	Naperville controls 73 percent of the parking in the downtown.	The City should maintain the policy of providing parking within the study area. The City should continue to update the Continuous Improvement Model and review the need for additional parking in the downtown.
5	Parking Enforcement	Parking enforcement hours are not posted.	Best practice is not to necessarily post enforcement times, but include this information on the City's parking web site and in publications.
10	Parking Enforcement	Are the level of fine rates adequate?	Based on benchmarking, the fines rates in Naperville are on the higher end and should not be changed at this time.
11	Parking Durations	Currently the majority of on-street parking time limits are two hours and should this be changed?	On-street time limits should remain at two hours.
12	Parking Durations	Currently the majority of off-street parking lots have a time limit of three hours and should this be changed?	Three hour parking is sufficient in the parking lots
13	Parking Durations	Are employees permit fees adequate?	The cost of the employee permit is reasonable, especially considering that all the other parking is free.
16	Parking Durations	Currently there are 15-30 minute multi-use on-street spaces for short stay (15 minutes) and loading/unloading (30 minutes) located throughout the downtown.	Continue 15-30 min stalls, though they should all be located at the ends of the block faces (except where handicapped spaces are located). Since these types of spaces are not necessarily needed on every block face, it should be up to the businesses on the block face to petition for the need for these spaces at the beginning and end of their block face.
19	Parking Durations	There are currently five on-street handicap spaces within the study area.	Handicap parking spaces are not required under ADA for on-street parking though it is important to provide adequate handicap parking. Like the 15/30 minute multi-use spaces, the handicapped accessible spaces when installed should be located at the ends of blocks. If there are already 15/30 minute multi-use spaces at the end(s) of a block face, the handicapped accessible space should be located as the first or last space on the block face to ensure that they are accessible to the sidewalk corners.
20	Parking Durations	With the number of residents in the downtown, it would be beneficial to allow overnight parking (resident parking) in the Van Buren or Central Parking Decks	The City should create a permit for this parking and charge a fee for it. The permit holder would agree that their vehicle must be moved out of the parking deck for example by 9:00 A.M. on weekdays and they would not be allowed to store a vehicle
27	Signage and Wayfinding	There is no way for a driver to know if a parking deck is full without driving through the deck.	For the parking decks, we recommend the installation of a PGS (parking guidance system) system that will count the inbound vehicles and outbound vehicles and develop a differential count that can be fed into a system of VMS (variable message signs).
28	Valet Parking	What should be the policy when multiple businesses request valet parking on the same block face.	When multiple businesses request a valet operation, the shared valet transfer zone should be located mid-block and the City must regulate the signage for the valet since there may be more than one valet operator sharing the transfer zone. There should be one sign that states the businesses that are sponsoring the valet and then the applicable charges (especially if different for the different businesses that are sharing the zone).
30	Valet Parking	There are issues with valet staff closing off parking stalls for valet before the designated times.	When a valet operation is found to be violating the ordinance with respect to the start time of valet or the number of spaces they can use for the transfer zone, they should be cited and a fine assessed. The fine rate could be similar to a parking infraction, \$30.00 with no deduction for early payment. This system will require that PEOs are monitoring the valet as a part of their enforcement route.
39	Special Event Parking	Special Events Committee within the City coordinates with other departments.	Maintain existing system. Review remote parking options.

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Short-term Implementation, 0 to 2 years

Consultant Item #	Category	Current Conditions	Recommendation
3	Parking Enforcement	There are issues with adequate coverage for parking enforcement for on and off-street spaces during the day-time	There should be two PEOs assigned to the downtown during the peak times which can be from 10:00 A.M. to 2:00 P.M. This may require reassigning current staff or the addition of one staff person. If this is difficult to do on a regular basis, then selective enforcement should be undertaken two days a week.
4	Parking Enforcement	Due to the large number of restaurants and bars, their staffs may park on-street in the late afternoon.	Extend enforcement hours on-street for two hour parking to at least 7:00 P.M. to control bar and restaurant staff parking from parking in two hour on-street spaces.
7	Parking Enforcement	Existing handhelds can not do electronic chalking and courtesy tickets.	Existing handhelds either need to be upgraded (software) or a new system purchased.
8	Parking Enforcement	Parkers are allowed to move their vehicle into a new parking space on the same block face after the two hour time limit is up. This leads to employees moving their vehicle to a new on-street parking space every two hours rather than parking in long term parking lots.	Consider enacting an anti-shuffling ordinance.
9	Parking Enforcement	Currently there is not a courtesy ticket for first time violators.	Issue courtesy tickets to violators on their first offense within a set time period.
14	Parking Durations	Employee permits are not well understood.	Employee permits need to be better marketed.
15	Parking Durations	Employees are not allowed to park on-street with a permit.	The unwritten policy that employee permits are not allowed on-street should be continued.
17	Parking Durations	15 minute double parking for delivery vehicles is allowed though this often creates problems by blocking traffic or blocking vehicles in parking spaces until the delivery is complete.	PEO's need to monitor delivery vehicles doubled parked and ticket vehicles that stay beyond 15 min. duration.
21	Parking Durations	In addition to the resident's own parking, there is the need for overnight guest parking	The City should develop a system where a resident can purchase for a nominal daily charge a dashboard placard or mirror tag that would allow an overnight guest to park in a resident permit parking space. The guest would have the same restrictions as the resident with a permit.
22	Signage and Wayfinding	The parking deck identification signs are detailed with all of the specific parking information posted.	Reduce the amount of information on the parking deck identification signage in front of the parking decks. The name of the parking deck should be larger and more prominent. Specific information should only be where customer/visitor parking is available.
23	Signage and Wayfinding	All parking duration signs are the same color.	Have colors for the different parking types. Use these colors on signage within the parking decks or lots and then use them on signage as the driver enters the parking area to alert them to the different parking types and what signs/colors to look for.
24	Signage and Wayfinding	Parking identification signs in front of parking deck entrances do not describe in an understandable way what type of parking is available.	Parking identification signs need to clearly spell out what types of parking is available such as; all day, 3-hour, etc.
25	Signage and Wayfinding	There are several signs covered by trees or other vegetation in the downtown.	Signage needs to be placed where it is not covered by trees or other vegetation.
26	Signage and Wayfinding	End columns are not designated in the parking decks. It can be difficult for visually impaired drivers to distinguish between the floor and columns.	Consider candy striping end columns in the decks.
31	Marketing/Banding of Parking	Communication between the City and stakeholders should be incorporated into DNA publications to continually get the message out.	The City should coordinate with the DNA and have parking articles or notices in every piece that is prepared by DNA. If it is a monthly newsletter, reminders about parking restrictions should be included as well as information of the employee permit system.
32	Marketing/Banding of Parking	The positive aspects of parking in Naperville such as it's free and that there is employee parking needs to be communicated more effectively.	Any marketing piece used to advertise real estate and Naperville in general should describe the parking downtown, highlighting that it is free and how the employee parking permit system works
33	Marketing/Banding of Parking	The City's web site for parking should be updated to make it more user friendly.	On the City's web site it may be more helpful to have the map of parking come up when the Parking button is hit. Additionally, have a parking button on the main City page.

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Short-term Implementation, 0 to 2 years (Continued)

Consultant Item #	Category	Current Conditions	Recommendation
34	Marketing/Branding of Parking	How the community can use the City's web site better for parking information.	The DNA website should have a link to the City's parking page.
35	Marketing/Branding of Parking	Businesses do not use the web to let customers/visitors know about parking in downtown.	Businesses in the downtown should be encouraged to have a link to the City's parking page.
37	Security	CCTV cameras are not monitored on a full time basis, but they are recorded on a DVR.	If the CCTV cameras are not monitored on a full time basis, then that fact needs to be disclosed in signage. This should be reviewed with the Police Department and the City's risk manager.
38	Security	Lighting levels in the Central Parking Deck appear to be below Best Practice.	Lighting levels in the Central Parking Deck appear to be below Best Practice and City code and should be reviewed by the City and if below Best Practice and/or code the lighting should be upgraded.

Medium-term Implementation, 2 to 5 years

Consultant Item #	Category	Current Conditions	Recommendation
1	Parking Operation and Oversight	There is a formal organizational structure for parking management under TED and the Transportation Advisory Board. There is not a single point of contact for parking however.	Transportation and Traffic Service Manager should be established as the point person for parking
18	Parking Durations	15 minute double parking for delivery vehicles is allowed though this often creates problems by blocking empty parking spaces or blocking vehicles in parking spaces until the delivery is complete.	Consider possibility of creating truck delivery loading areas that would not allow any other vehicle type except delivery trucks in the space for certain hours in the morning, say 7:00 AM to 11:00 A.M.
29	Valet Parking	Should the City consider a sole vendor for valet services in the downtown?	If there are additional requests for valet parking, especially where existing service already exists on a block face, the City should consider selecting a sole vendor for providing valet services in the downtown.

Long-term Implementation, 5 years or more

Consultant Item #	Category	Current Conditions	Recommendation
36	Security	There are CCTV cameras in the Van Buren and Municipal Decks but not the Central Parking Deck.	The Central Parking Deck should have CCTV cameras installed.

Not Recommended

Consultant Item #	Category	Current Conditions	Recommendation
6	Parking Enforcement	Based on best practice and benchmarking, the number of tickets written per officer per day/week is low.	Complete a turnover study of two hour on-street and three-hour off-street spaces at least once per year to determine if there are in fact issues with the number of tickets being written.