



Briefing Note: changes to North Surrey Recreation Centre & Library parking lots

Why are changes being made?

- With the opening of the New City Hall parkade there was an opportunity to use the same contractor (Concord) that will be used for day-to-day operation of the City Hall parkade and the various City parking lots. Concord is also the parking service provider at nearby Central City mall and SFU Central City, offering significant service advantages and efficiencies.

What lots are affected?

1. North Surrey Rec Centre (NSRC)
2. Library
3. SFU North
4. SFU South
5. Healthy Communities (as of 23 September reduced in size to approx. 4 spaces dedicated to MODO vehicles) (see Fig. 2 for locations)

How will parking change for Recreation Centre and Library visitors?

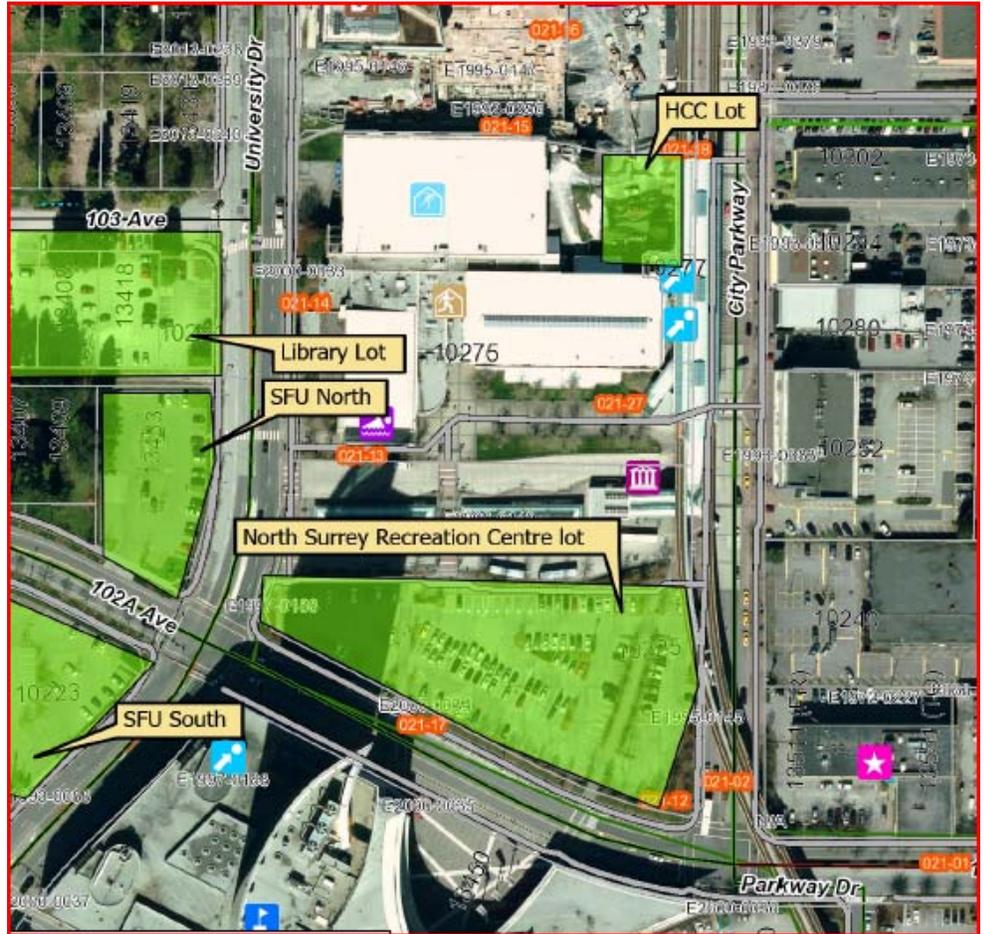
- There will be no change to the “3 Hour Free Parking” for visitors to the Library and NSRC.
- The enforcement process for visitors will change: previously the 3-hour limit was difficult to enforce and was frequently abused by Skytrain users, SFU students, and shoppers at the adjacent mall.
- The new system will allow us to identify legitimate NSRC and Library visitors by having them sign-in at an electronic touch-screen kiosk (see Figure 1) located in the entrance of each facility. In a process that takes less than 10 seconds, visitors will enter their license plate number at the kiosk before proceeding to their destination within the Library or Rec Centre.
- The license plate information will be wirelessly communicated to a mobile enforcement system that will make regular patrols of the parking area. The system will use License Plate Recognition cameras to scan up to 1,500 vehicles an hour.



Figure 1:
Registration kiosk

Figure 2:

Surface lots adjacent to New City Hall.



What will happen to vehicles parking more than 3 hours?

- There will be a real improvement in how accurately the new system identifies vehicles that do not observe the posted rules. But the enforcement system does not change: if a vehicle is identified as unregistered or parking beyond 3 hours, it will be issued a ticket, with these changes from the current system:
 - In the first 10 days of operation (November 1st to 10th) Concord will issue Courtesy Notices that carry no fine but reminds the vehicle owner that they have not complied with the posted time limits.
 - The fine amounts will be approximately \$20 lower than the current contractor's rates.

What if customers want to dispute a ticket?

- You can refer them to Concord's online dispute service (printed on every ticket), which will respond to their inquiry within 72 hours.
- If you know the visitor is a NSRC or Library user and they have a legitimate excuse, you can forward the ticket to Concord to be voided.

Will there still be pay parking available?

- Yes, the east side of the NSRC lot will still be set aside for anyone who is not a Recreation Centre or Library user and wants to pay for parking. Rates will be \$1.50 /hour and \$7.00 / day. The pay parking stalls are marked with signage and a green curb to distinguish them from regular/ free Visitor stalls. The paystation is the same type as used by the previous contractor, and requires the customer to enter their license plate number.
- On the gravel shoulder outside the Library lot (along 103 Avenue) 19 spaces will be set aside for pay parking, at the same rates as the NSRC area.
- Small portions of the SFU North and SFU South lots will also have a paystation and allow for hourly or daily parking.

Will there be enough parking for visitors?

- Occupancy surveys were taken at several times of day and week as part of a parking inventory survey carried out on all on- and off-street parking within the Central City district. These surveys indicated that even with pay parking, the lots were never fully occupied.
- The much more accurate patrol system used by the new contractor will lead to less abuse of the parking and in turn ensure that there is more parking available for legitimate visitors.



Figure 3: examples of new signage



Will there still be overflow parking on the SFU lots?

- Yes, the SFU North lot will still offer overflow on weekdays, along with the SFU South lot on weekends and evenings.

What about events like swim meets and hockey tournaments—how will they register for parking?

- The online registration system will allow participants to register their license plates online and in advance of an event. Concord will be organizing webinars within the next week to familiarize staff with this feature.
- The online event registration will even allow participants to register at one time for recurring events (such as a hockey schedule).

Where will staff park?

- Library and NSRC staff will continue to park on the surface lots.
- When the New City Hall parkade opens, Library staff will relocate to the new parkade.
- Pay parking for staff will be phased in according to the New City Hall transition schedule. In the meantime, to allow Concord to identify City employees, staff will need to provide their license plate numbers to Concord.

What if I have other questions?

- Concord's City Hall Parking Supervisor (Claudine) can be reached at cityhallparkingsupervisor@concordparking.com and if she can't answer your question directly, will obtain an answer from the appropriate department (HR, Parking Services, or other) and get back to you.