

**We're making
parking easier.**



City of Victoria Parking Services

October 2015



Moving from Nay ...

Victoria battling stained image of city parkades

BILL CLEVERLEY AND KATIE DEROSA / TIMES COLONIST
MARCH 25, 2014 10:08 PM

Email Print





Moving from Nay ...

Victoria is set to launch a comprehensive review of parking, but no matter the outcome, someone will still be angry. Parking complaints are as iconic to Victoria as the Empress hotel, the Inner Harbour and hanging flower baskets. M

Times Colonist, April 20, 2013

... to Yay!



Editorial: Parking changes worked

TIMES COLONIST
SEPTEMBER 29, 2014 05:15 PM

Email Print



Victoria residents will probably always complain about parking, but now there's less to complain about.

In a move designed to steer cars away from on-street parking and into city parkades, the city lowered the parkade rate to \$2 from \$2.25 an hour and made the first hour of parking free, as well as making parking in parkades free from 6 p.m. to 8 a.m.

Times Colonist, September 29, 2014



... to Yay!

Parking is a perennial problem for most cities, but Victoria has come a long way in a short time. And it has been achieved with sensible incremental changes: making parkade parking free for the first hour and after 6 p.m., and lowering the rate for other times, improving lighting and security in parkades, providing the ability to add to your meter time from any on-street pay station, and implementing a parking app that lets you pay with your smartphone and tells you when your time is nearly up.

Times Colonist, October 8, 2015



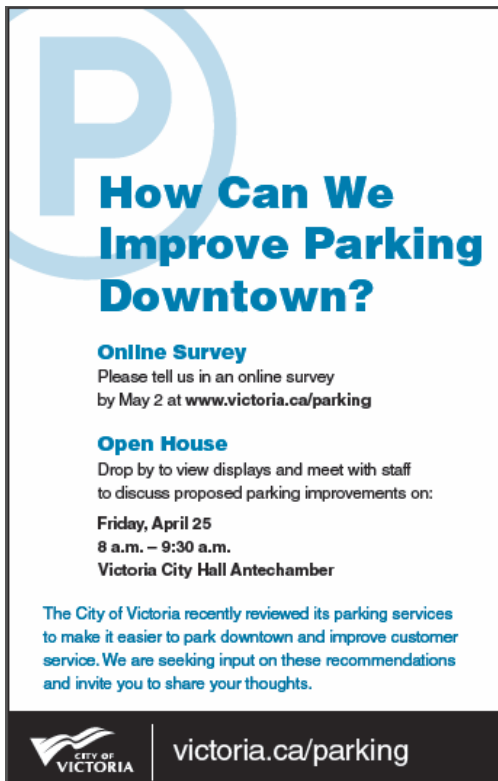
Moving from Nay to Yay!

**How did we change
the parking narrative?**

Engaged our Customers

2013 – 2014: Review resulting in Draft Recommendations

April – May 2014: Public Engagement: Online Survey and Open House




How Can We Improve Parking Downtown?

Online Survey
Please tell us in an online survey
by May 2 at www.victoria.ca/parking

Open House
Drop by to view displays and meet with staff
to discuss proposed parking improvements on:
Friday, April 25
8 a.m. – 9:30 a.m.
Victoria City Hall Antechamber

The City of Victoria recently reviewed its parking services to make it easier to park downtown and improve customer service. We are seeking input on these recommendations and invite you to share your thoughts.

 victoria.ca/parking



Engaged Our Customers

April – May 2014

In one month, we heard from 1,050+ people in online survey on how to improve parking

Key considerations for parking downtown:

- **Convenience**
- **Cost**
- **Availability**
- **Customer service**
- **Safe parkades**



June – August 2014

Prep, prep and more prep

Looked at entire parking system as a whole

What We Did

On Monday, September 15, 2014, a range of parking improvements were implemented.

Goal: To shift motorists from higher-demand on-street parking spaces to available spaces in City's five parkades.



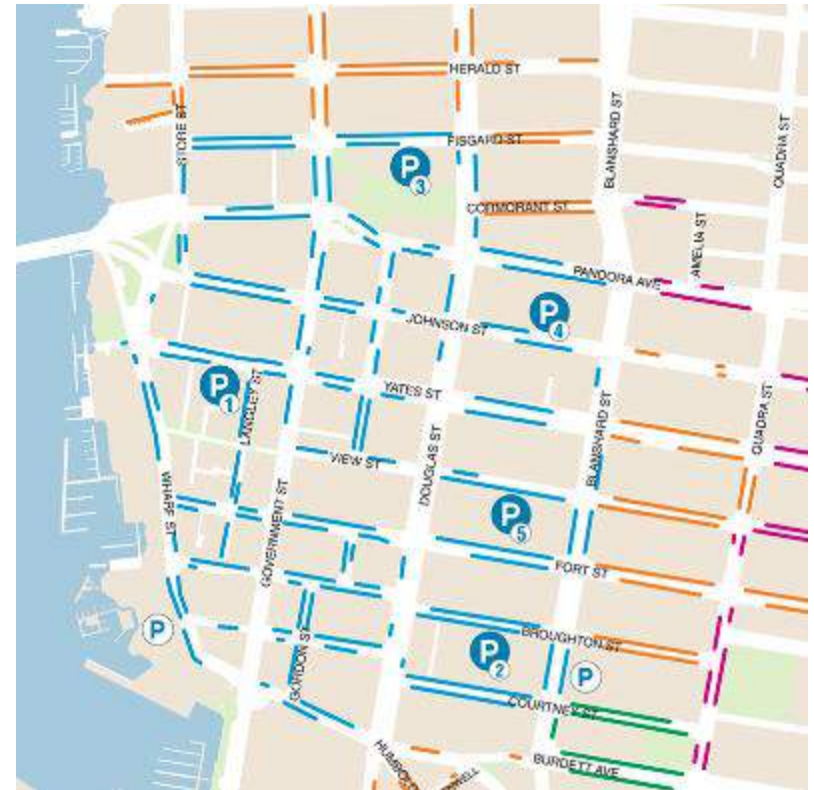
Why We Did It

1. To improve customer service
2. To make parking easier
3. To support vitality of downtown



About City Parkades

- 5 City-operated parkades located within two blocks of each other and downtown attractions
- 1,856 parking spaces
- 24/7 on-site security
- 1 – 3 electric vehicle charging stations per parkade
- Motorcycle parking (except Johnson Street Parkade)
- Covered bicycle parking
- Electric bicycle parking
- Specialty parking spaces next to elevators



City Parkade Improvements

Reduced Parkade Rates

- Introduced first hour always free at City Parkades
 - Before: Merchants purchased first-hour free coupons for 10 cents
- Introduced free evening parking Monday to Saturday 6pm – 8am
 - Before: \$2 evening flat rate
- Continued to offer free parking all day on Sundays and holidays



City Parkade Improvements

Reduced Parkade Rates

- Reduced rates to \$2 per hour charged in 15 minute increments
 - Before: \$1 first hour and \$2.25 each additional hour, charged in 30 minute increments
- Reduced and standardized vehicle day rates to \$12 (\$14 Bastion)
 - Before: \$15 vehicle day rate
- \$4 motorcycle day rate
 - Before: \$5.50 day rate




Welcome to Centennial Square Parkade

Please Take a Ticket to Enter/Exit

First Hour Free
Free Evenings 6 p.m. – 8 a.m.
Free Sundays and Holidays

Rates: \$2 Per Hour | \$12 Vehicle Day Rate
\$4 Motorcycle Day Rate
Lost Ticket Charged Day Rate

Payment Accepted:

Cash or Credit Card \$ \$   
No Debit

24/7 Security | SafeWalk: 250.880.0683



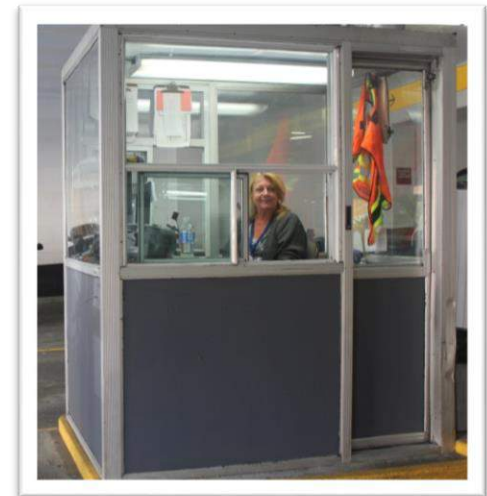
victoria.ca/parking

City Parkade Improvements

Refreshed Our Parkades

City parkades underwent a deep cleaning and painting to give them a fresher look

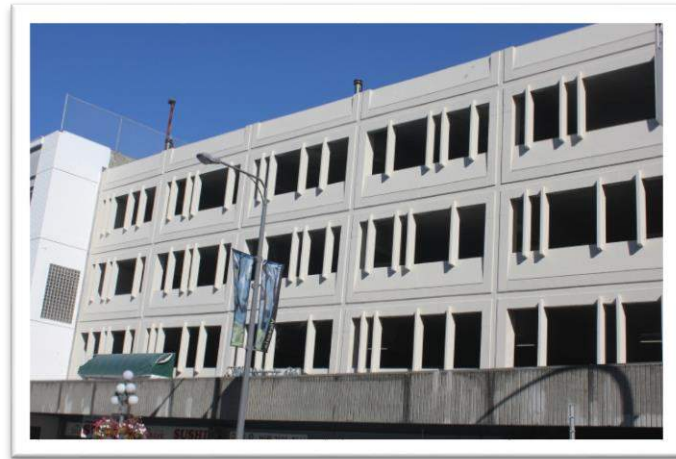
- Doorways
- Elevator frames
- Directional arrows and curbs
- Booths



City Parkade Improvements

Refreshed Our Parkades

Painting of exterior of
Johnson Street Parkade



SafeWalk Service

SafeWalk service provides customers with the option of calling a parkade security guard to meet and accompany them to their vehicle

- Call up to 10-15 minutes in advance to arrange meeting place at parkade, or upon request
- Phone number posted and available as a wallet card and at **victoria.ca/parking**



SafeWalk Wallet Card

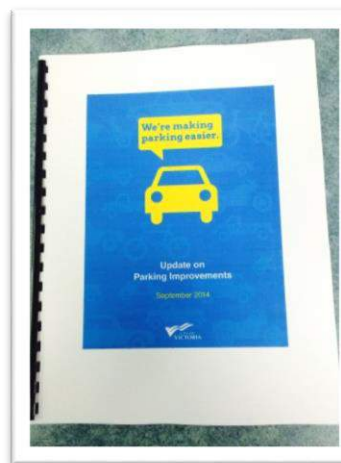
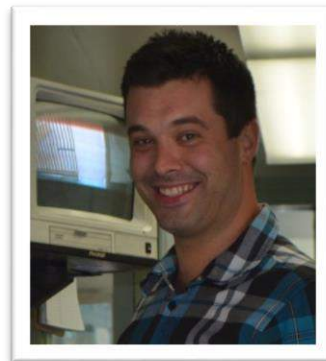
SafeWalk

- P₁ Bastion Square Parkade**
575 Yates Street
SafeWalk 250.880.1319
- P₂ Broughton Street Parkade**
(BELOW CENTRAL LIBRARY)
745 Broughton Street
SafeWalk 250.880.1221
- P₃ Centennial Square Parkade**
645 Fisgard Street
SafeWalk 250.880.0683
- P₄ Johnson Street Parkade**
750 Johnson Street
SafeWalk 250.880.0823
- P₅ View Street Parkade**
743 View Street
SafeWalk 250.880.0836



Renewed Focus on Customer Service

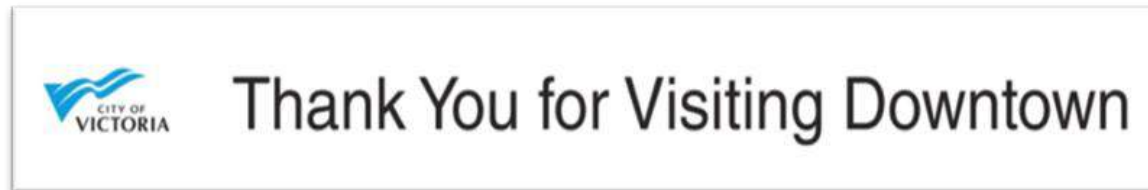
- City staff underwent customer service training
- Introduced regular, small group meetings to increase two-way communication with frontline staff
- Parkade security guards provided customer service information with emphasis on SafeWalk role





Improved Signage

New and improved signage to welcome and thank **customers** for visiting downtown



Improved Rate Signage

New and improved rate signage

Welcome to Centennial Square Parkade

Please Take a Ticket to Enter/Exit

First Hour Free
Free Evenings 6 p.m. – 8 a.m.
Free Sundays and Holidays

Rates: \$2 Per Hour | \$12 Vehicle Day Rate
\$4 Motorcycle Day Rate
Lost Ticket Charged Day Rate

Payment Accepted:

Cash or Credit Card    
No Debit

24/7 Security | SafeWalk: 250.880.0683



victoria.ca/parking




Please Have Payment Ready

First Hour Free
Free Evenings 6 p.m. – 8 a.m.
Free Sundays and Holidays

Monday – Saturday, 8 a.m. – 6 p.m.:

\$2 Per Hour (15 minute increments)
\$12 Vehicle Day Rate
\$4 Motorcycle Day Rate
Lost Ticket Charged Day Rate

Payment Accepted:

Cash or Credit Card   
No Debit





Centennial Square Parkade Rates

First Hour Free
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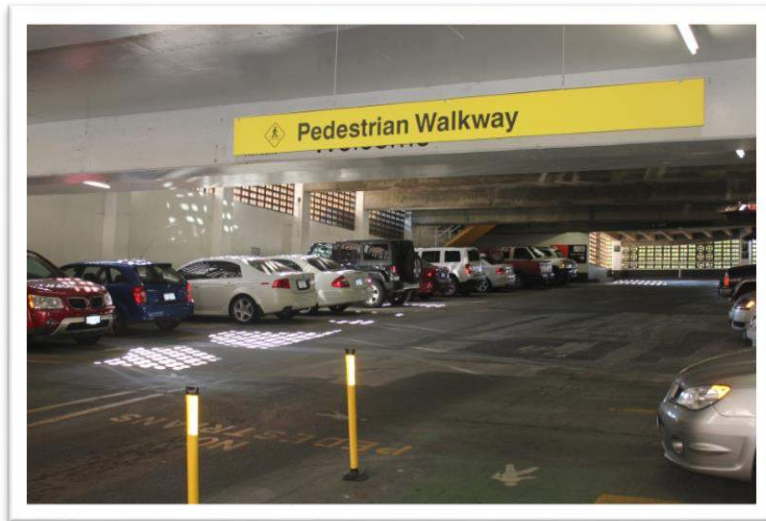
New Short-term Parking

- Lower levels signed for short-term three-hour parking Monday to Friday 8 a.m. – 4 p.m.
- Enables customers to find short-term parking easily in parkades – not just on-street
- Popular – approx. 74% parkade customers park for three hours or less
- Compliance-based



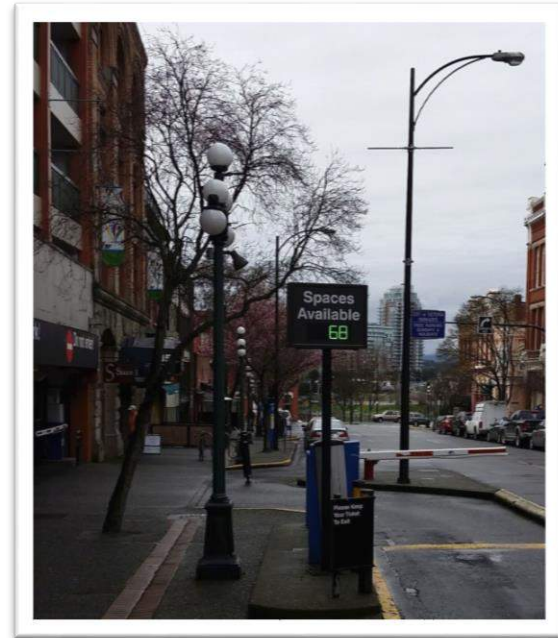
New Directional Signage

New directional signage such as pedestrian walkway signs inside are helpful and improve safety



New LED Parking Space Counters

- Piloted LED counters at two parkades to alert customers when parkades are running full
- Three more planned for 2016



Improve First Impressions



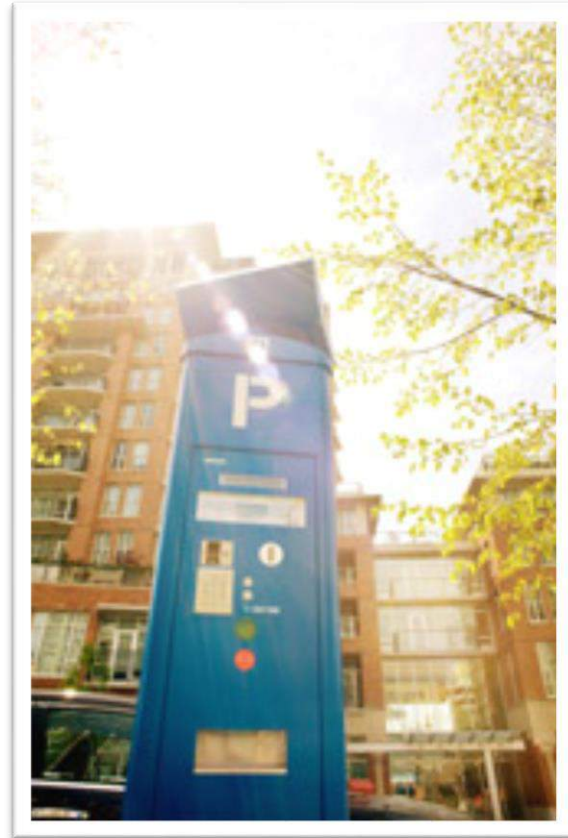
Benefits to Business

- Say Goodbye to Coupons!
- Businesses could return any remaining “first-hour-free” coupons and be reimbursed
- Businesses invited to help promote first hour free, reduced rates, free evening and Sunday/holiday parking, and SafeWalk service – both in store fronts and on social media
- Created a new, positive narrative



On-Street Parking Improvements

- There are nearly 2,000 pay-by-space on-street parking spaces downtown
- Historically, most on-street spaces were one zone/rate
- Since 2011, on-street parking was \$2.50 per hour with a 90 minute time limit



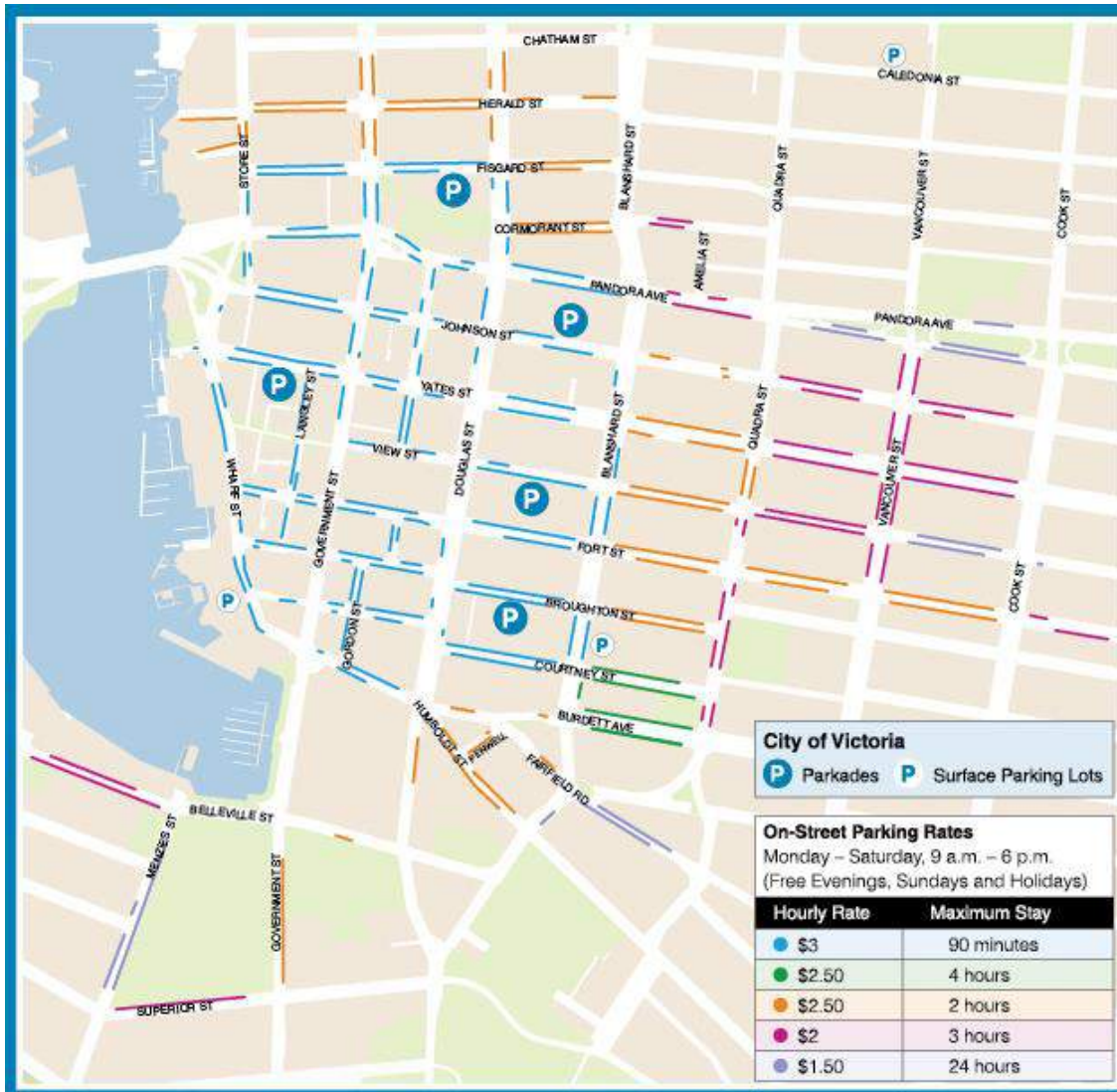
On-Street Parking Improvements

To provide flexibility and choice to customers, as of Monday, September 15, 2014:

- Introduced **five parking zones** ranging from \$1.50 to \$3 per hour with 90 minute to 24 hour time limits, in effect Monday to Saturday from 9 a.m. – 6 p.m.
- On-street parking continued to be free in the evenings from 6 p.m. – 9 a.m.
- On-street parking continued to be free all day on Sundays and holidays



Downtown Victoria Parking Map



On-Street Parking Zones

- On-street parking zones are identified at top of pay stations and on parking space posts





Parkade vs On-street Rates



City Parkade and On-Street Rate Comparisons

City Parkade

Free for one-hour

\$1 for 90 minutes
\$2 for two hours

Long-term, limitless

On-Street Near City Parkade

\$3 for one hour

\$4.50 for 90 minutes

Short-term, 90 minute maximum



Parking Rate Changes



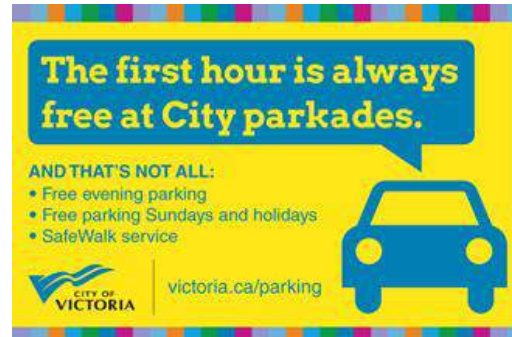
Of the total 3,846 on-street and City parkade parking spaces:

- 62% (2,389 spaces) decreased in rate
- 16% (620 spaces) remained the same rate
- 22% (837 spaces) increased in rate

78% of downtown parking spaces decreased or remained the same rate

22% of downtown parking spaces increased in rate

How We Informed the Public



How We Informed the Public

Your Guide to Parking Downtown

The City of Victoria operates five parking lots, street parking, and has recently 1,000 new street spaces to choose from.

With the convenience of our parking services, we want to ensure you have the best experience possible.

City of Victoria Parkades

City parkades offer the best value in parking in downtown Victoria. In other words, the more you park, the more you save.

What You Need to Know

- The first hour is always free.
- Evening parking is free Monday to Saturday from 6 p.m. to 8 a.m.
- Parking is free on Sundays and holidays.
- Lower levels are for short-term, three-hour maximum parking. Weekdays to Friday from 8 a.m. to 6 p.m. Longer term parking is available on mid and upper levels.
- There are some parking restrictions. You can only park at a parkade if you have a valid parking permit.
- Cash or credit card is accepted. (See below.)

Parkade Rates

- Monday - Saturday, 8 a.m. - 6 p.m.
- 1st Hour: \$2.00 (increased)
- 2nd Hour: \$2.00
- 3rd Hour: \$2.00
- 4th Hour: \$2.00
- 5th Hour: \$2.00
- 6th Hour: \$2.00
- 7th Hour: \$2.00
- 8th Hour: \$2.00
- 9th Hour: \$2.00
- 10th Hour: \$2.00
- 11th Hour: \$2.00
- 12th Hour: \$2.00
- 13th Hour: \$2.00
- 14th Hour: \$2.00
- 15th Hour: \$2.00
- 16th Hour: \$2.00
- 17th Hour: \$2.00
- 18th Hour: \$2.00
- 19th Hour: \$2.00
- 20th Hour: \$2.00
- 21st Hour: \$2.00
- 22nd Hour: \$2.00
- 23rd Hour: \$2.00
- 24th Hour: \$2.00

City parkades offer designated parking spaces near downtown for people with disabilities and for people with young children.

SafeWalk

- 1. Bastion Square Parkade
- 2. Broughton Street Parkade
- 3. Centennial Square Parkade
- 4. Johnson Street Parkade
- 5. View Street Parkade

City parkades are open 24 hours, offer 24/7 SafeWalk service, and are conveniently located within ten minutes of all downtown attractions.

SafeWalk service is available at all City parkades. It's a free service that helps you find your way to the parkade.

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On-Street Parking

There are nearly 3,000 on-street parking spaces in downtown Victoria. Individually, each of the on-street parking has had a lot of success.

To provide flexibility and choice to our customers, we now offer two parking rates, ranging from \$1.00 to \$2.00 per hour with time limits from 30 minutes to 24 hours.



Starting Monday, September 15

At City Parkades:

- First hour is always free
- Free evening parking
- Free parking Sundays and holidays
- Reduced rate of \$2 per hour
- SafeWalk service

And that's not all...

We're providing flexibility and choice for on-street parking.

Five parking zones with 90 minute to 24 hour time limits.

We're making parking easier.

victoria.ca/parking

Welcome to Centennial Square Parkade

Please Take a Ticket to Enter/Exit

- First Hour Free
- Free Evenings 6 p.m. - 8 a.m.
- Free Sundays and Holidays

Rates: \$2 Per Hour | \$12 Vehicle Day Rate
\$4 Motorcycle Day Rate
Lost Ticket Charged Day Rate

Payment Accepted:
Cash or Credit Card
No Debit

24/7 Security | SafeWalk: 250.880.0683

victoria.ca/parking

How Can We Help You?

General Parking Enquiries

250.880.0683
parking@victoria.ca

On-Street Pay Stations/Meters

250.880.0683
onstreet@victoria.ca

Parking Ticket Review Office

250.880.0683
review@victoria.ca

Report a Parking Violation

250.880.0683 (Monday - Saturday, 9 a.m. - 5 p.m.)
250.880.0683 (After Hours, 5 p.m. - 11 p.m.)

On-Street Parking

What You Need to Know

- On-street parking is available on the top of the city as well as on the top of each north-south parking space.
- Evening parking is free Monday to Saturday from 6 p.m. to 8 a.m.
- Parking is free on Sundays and holidays.
- You can get on-street parking tickets online at victoria.ca/parking.
- Once the maximum time limit is reached, no parking is permitted. This will result in your vehicle being towed or impounded.

Did you know?

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Using a Pay Station is Easy

What You Need to Know

- Park and take your space number.
- At a pay station in your zone, enter your space number.
- Choose your method of payment.
- Purchase the parking time you require.
- Print and collect your receipt - it's your proof of payment.
- A pay station 24/7 service provides parking throughout the weekend.
- Your receipt includes your parking space number and the date and time of entry.

Payment Options

- Cash or credit card are accepted at all pay stations.
- The City Parking Card is a convenient way to reduce any missed parking time. This card is sold at all pay stations.
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Surface Parking Lots

What You Need to Know

- The City of Victoria operates five surface parking lots in downtown Victoria: 1000 Bligh Street, 1000 Courtenay Street, and 1000 Johnson Street. Parking is available 24 hours, seven days a week. There are no pay stations or tickets at these lots.
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SafeWalk

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575 Yates Street
SafeWalk 250.880.1319

2 Broughton Street Parkade
(BELOW CENTRAL LIBRARY)
745 Broughton Street
SafeWalk 250.880.1221

3 Centennial Square Parkade
645 Fisgard Street
SafeWalk 250.880.0683

4 Johnson Street Parkade
750 Johnson Street
SafeWalk 250.880.0823

5 View Street Parkade
743 View Street
SafeWalk 250.880.0836

victoria.ca/parking

Johnson Street Parkade

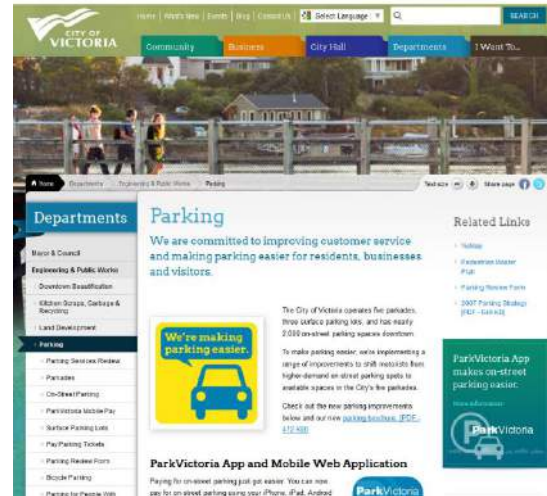
SafeWalk

If you would like to have a Security Guard accompany you to your vehicle, please call 250.880.0823.

victoria.ca/parking

How We Informed the Public

victoria.ca/parking



Media Release



Parking to Get Easier on September 15


Date: Wednesday, September 10, 2014

[For Immediate Release](#)


VICTORIA, BC – On Monday, September 15, a range of improvements to shift motorists from higher-demand on-street parking spots to available spaces in the City's five parkades will be introduced. The improvements address convenience, cost and availability – parking considerations identified earlier this year through consultation with more than 1,050 people.



How We Informed the Public


 **City of Victoria - Local Government**
Posted by Michelle Harris · September 14, 2014

We're ready to welcome you tomorrow with FIRST HOUR FREE parking at City parkades, FREE evening parking and a reduced rate of \$2 per hour. Short-term, three-hour parking is available on lower levels. And we have a SafeWalk service. Come check us out. www.victoria.ca/parking



3,608 people reached [Boost Post](#)

Like · Comment · Share 84 12 28 Shares

 Cheryl Thorpe, Oakwood Property Management Ltd., JB's Auto Parts Plus and 81 others like this.

 **City of Victoria** @CityOfVictoria · Sep 15

Starting today, there are five on-street parking zones ranging \$1.50-\$3/hr w/90 min - 24 hr time limits [#yyj](#) victoria.ca/parking



 **City of Victoria** @CityOfVictoria · Sep 15

Starting TODAY, the first hr is always FREE at City parkades + FREE evening parkg, reduced rates & SafeWalk [#yyj!](#) victoria.ca/parking



Free ParkVictoria App

Introduced custom mobile payment app on December 5, 2014.

ParkVictoria app makes paying for on-street parking easier and more convenient

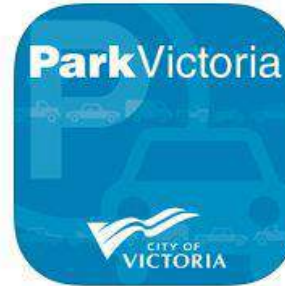
Pay by iPhone, iPad, Android smart phone or tablet.

Free to download at:

- App Store
- Google Play

Mobile web application

victoria.ca/parkvictoria



Media Release

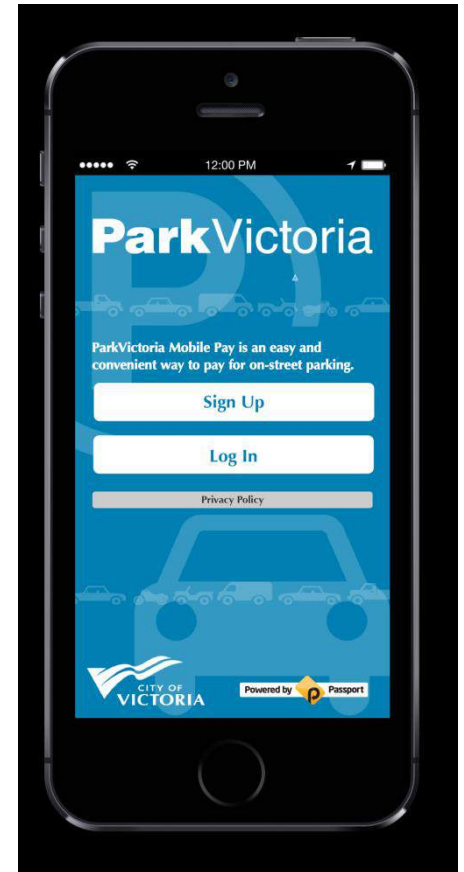


New App Makes Paying On-Street Parking Easier

Date: Friday, December 5, 2014

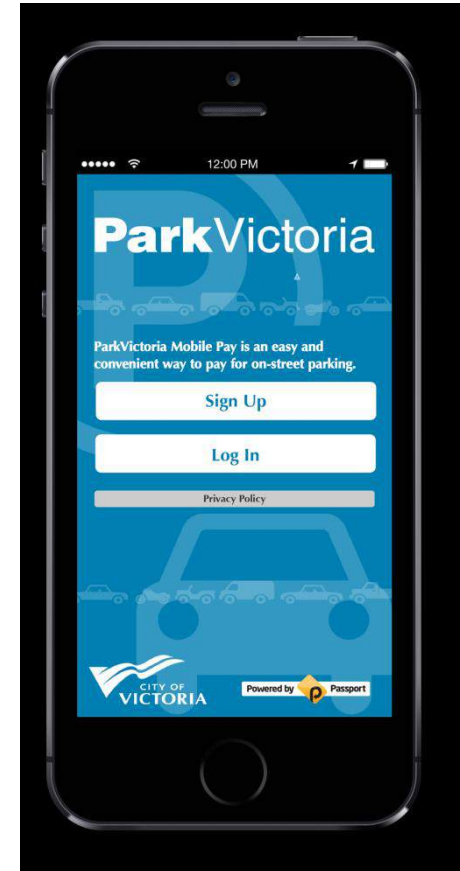
For Immediate Release

VICTORIA, BC – Paying for on-street parking just got easier. Motorists can now pay for on-street parking using their iPhone, iPad, Android smart phone or tablet by downloading the free *ParkVictoria* app from the App Store or Google Play. Motorists can also use any data-enabled mobile device to access the *ParkVictoria* mobile web application at www.parkvictoria.ca.



ParkVictoria App Benefits

- Pay by re-loadable “wallet” (free) or by credit card (25 cents per transaction)
- No need to visit pay station or meter
- Receive reminder text message or pop-ups before parking expires
- Extend parking time up to maximum time zone limit posted
- **Refund any unused parking time**
- Prepay starting at 5 a.m. to park from 9-10:30 a.m.
- Can transfer balance from City Parking Card
- Secure payment; Passport Parking iWEB servers in Quebec



Customer Feedback

Immediately received overwhelming support from the community:

- Notable shift in behaviour amongst motorists
- Significant positive feedback from local businesses, residents, and media (letters, emails, news stories and social media)

Editorial: Parking changes worked

TIMES COLONIST
SEPTEMBER 26, 2014 05:15 PM

Email Print



Victoria residents will probably always complain about parking, but now there's less to complain about.

In a move designed to steer cars away from on-street parking and into city parkades, the city lowered the parkade rate to \$2 from \$2.25 an hour and made the first hour of parking free, as well as making parking in parkades free from 6 p.m. to 8 a.m.

Editorial: Parking becomes easier

TIMES COLONIST
DECEMBER 11, 2014 12:10 AM

Email Print

Complaining about parking is as much a part of Victoria's character as the legislature buildings and the Inner Harbour, but parking here is relatively plentiful, inexpensive and easy to access.

And it just got easier.

Customer Feedback

City of Victoria retweeted

FabulousFort @FabulousFort · Oct 2

Did u know that the first hour of parking is now automatically FREE FREE in all of the five @CityOfVictoria 's parkade! Love it!

5 3

City of Victoria retweeted

Janis La Couvée @lacouvee · Nov 12

Have to say I really like the new parking initiatives downtown in @CityOfVictoria. Makes it easy to come downtown at night. #yyj

2 4

City of Victoria @CityOfVictoria · Dec 5

ParkVictoria mobile payment app for on-street parking is avail at App Store & Google Play #yyj #yyjtraffic victoria.ca/parking

16 6

Parking app lets Victoria drivers pay on the go

JEFF BELL / TIMES COLONIST
DECEMBER 8, 2014 10:36 PM

Email Print



f t s

The ParkVictoria app lets drivers pay for parking with a mobile device.

Art on Parkades

To make parkades fun and approachable:

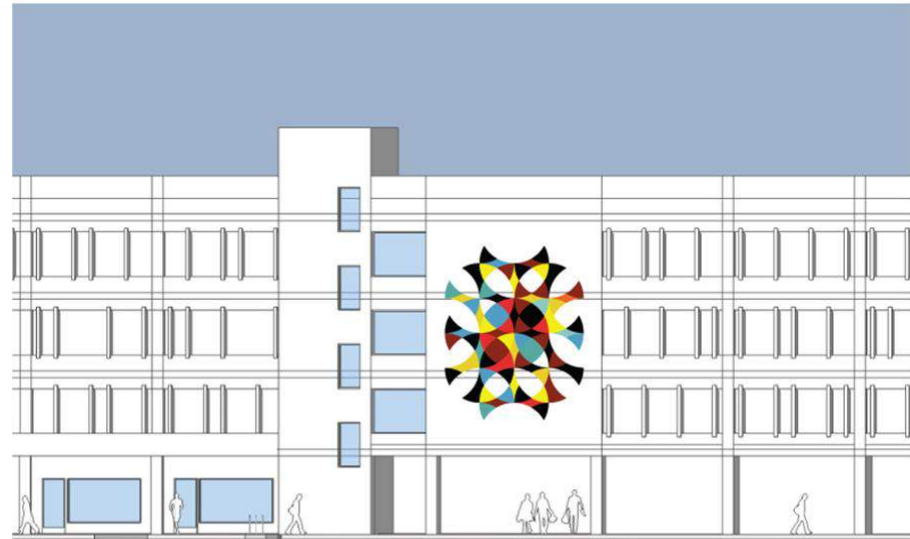
- National “Call to Artists” also December 2014 to create public artwork to enhance the Johnson Street Parkade
- Two local “Calls to Artists” in July 2015 to enhance stairwells of two other City parkades



Art on Parkades

National “Call to Artists” Results:

- *Woven Together* – contemporary First Nations art for exterior
- Vancouver-based, mother/son First Nation artist team
Susan Point and Thomas Cannell
- To be installed April 2016
- Budget: \$125,000



Art on Parkades

Local “Call to Artists” Results:

- Two multi-media producers selected to create a musical railing
- Three mural artists to collaborate with youth to create mural series
- Installation in Spring 2016
- \$10,000 budget per parkade



Other Improvements

- Installed new “Express Payment” machines (Pay-on-Foot and Pay-in-Lane) in two parkades
 - Offers more payment options/choice
 - Reduces wait time at exit gate
- Conducting Block-by-Block On-street Analysis with Businesses
 - On-going walk-about meetings to address customer needs
 - e.g. Introduced new bike racks in one block, resized parking spaces in another block to create an additional parking space



Other Improvements

- Installing new Guard Rails at View Street Parkade
 - To improve safety and aesthetics
- Installed new elevator at Centennial Parkade
 - To improve customer service and aesthetics
- Exploring potential advertising opportunities to increase revenue
 - To fund ongoing parking improvements





Results



At City Parkades:

- 56.58% increase in parkade use in Sept 2015 compared with Sept 2014
- Parkades now operating at capacity during peak periods (mid-day)
- Approx. 74% of customers park for less than three hours in parkades

Month	City Parkades Total Vehicles 2013	City Parkades Total Vehicles 2014	City Parkades Total Vehicles 2015	Percentage Change 2013 - 2014	Percentage Change 2014 - 2015
January	62,799	64,706	80,733	3.04%	35.08%
February	55,324	59,497	90,253	7.54%	51.69%
March	59,206	70,266	106,153	18.68%	51.07%
April	61,256	66,332	102,951	8.29%	55.21%
May	60,392	71,248	102,203	17.98%	43.45%
June	58,416	68,398	105,491	17.09%	54.23%
July	60,330	66,628	111,645	10.44%	67.56%
August	66,006	67,115	108,558	1.68%	61.75%
September	60,835	69,470	108,774	5.69%	56.58%
October	65,130	88,774	TBD	36.30%	TBD
November	67,838	91,117	TBD	34.32%	TBD
December	72,129	103,957	TBD	44.13%	TBD



Results



On-street Transactions:

- Majority of decrease in on-street transactions is in downtown area closest to City parkades; with increased use of four other on-street zones
- **Parkades are busier + on-street is still as busy
= more people coming downtown**

Month	On-street Total Transactions 2013	On-street Total Transactions 2014	On-street Total Transactions 2015	Percentage Change 2013 - 2014	Percentage Change 2014 - 2015
January	230,963	231,186	221,615	0%	-4.14%
February	214,426	206,431	197,683	- 3.72%	.81%
March	230,603	237,650	234,316	3.06%	-1.4%
April	242,201	225,241	224,415	-6.29%	-.37%
May	240,476	237,149	221,673	-1.38%	-6.53%
June	232,551	231,734	231,154	-.04%	-.25%
July	239,945	237,475	235,408	-1.03%	-.87%
August	248,129	234,528	227,570	-5.48%	-2.97%
September	227,526	230,060	232,857	1.11%	1.22%
October	239,465	236,196	TBD	-1.37%	TBD
November	231,195	214,611	TBD	-7.73%	TBD
December	232,950	245,668	TBD	5.46%	TBD

Results

Security/SafeWalk at Parkades:

- 24/7 security on site at City parkades
- SafeWalk most popular at Bastion Square Parkade with 80 – 120 customers using service daily in fall 2014
- 1 - 2 daily requests at City's four other parkades
- Positive feedback from customers and staff



Results

ParkVictoria App (Dec 5, 2014 – Oct 5, 2015):

- 11,016 unique users parked on-street and used app
- Over 6,448 wallet accounts set up
- 141,341 parking transactions paid for with app
- Approx. 30-40 new users a day / more than 800 transactions daily (as high as 1,000)
- Beginning to see 10% use of ParkVictoria for on-street transactions:
 - Reduces our credit card fees
 - Reduces our paper use
 - Reduces our coin counting fees



Results

On-Street Parking Enforcement:

- Worked with parking enforcement to improve service levels and public perception
- Increased focus on ambassador role
- 10% fewer tickets issued due to opportunity to make fair judgment calls
- Customer Service Centre staff cancel tickets if review is not needed
- 15% decrease in customer interactions at Review Office
- Reduced tickets to Traffic Court
 - 216 tickets in 2014 compared with 423 in 2013
 - 130 tickets to date in 2015





Results



Budget Impact October 2014 to September 2015

- On-street revenue increased by 11%
- Parkade revenue decreased by 7%
- On-street transactions down by 1%
- Parkade use up by 50%



Results



Parking is a perennial problem for most cities, but Victoria has come a long way in a short time. And it has been achieved with sensible incremental changes: making parkade parking free for the first hour and after 6 p.m., and lowering the rate for other times, improving lighting and security in parkades, providing the ability to add to your meter time from any on-street pay station, and implementing a parking app that lets you pay with your smartphone and tells you when your time is nearly up.

Times Colonist, October 8, 2015

What's Next?

Parking Ambassadors

- Bringing it in-house
- Focus on customer service
- Hiring 13 FT and 6 PT positions
- Supervisor hired first
- Successful Job Fair September 15, 350+ candidates in four hours
- Promoted positions using print ads, social media and two short videos online

Parking Ambassadors



Are you passionate about serving the public and want to be part of a new dynamic team?

The City of Victoria is hiring Parking Ambassadors to provide professional and customer-oriented parking services on-street in the Capital City.

Parking Ambassadors are strong communicators, approachable, and skilled at providing information and customer service. A comprehensive training and orientation program is provided.

If you'd like to join our team, bring your resume to the:

Parking Ambassador Job Fair

Tuesday, September 15

10 a.m. – 2 p.m.

Victoria Conference Centre
720 Douglas Street

Full-time and Part-time
(evening and weekend)
positions.

Apply by 4:30 p.m., Friday, September 18, 2015.

victoria.ca/jobs



City of Victoria @CityOfVictoria · Sep 13

Parking Ambassador Job Fair is Tues
Sept 15, 10-2 at Victoria Conference
Centre #yyj youtu.be/XvwAAgsD-pk ow.ly/S6SPz



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[View media](#)





Parking Ambassadors





Parking Ambassadors

Training and Orientation

Comprehensive orientation and training program for Parking Ambassadors to include:

- City orientation
- Local business panel
- Conflict resolution
- Parking regulations
- Police orientation
- Safety
- Tourism
- Ambassador role
- Public Works and Parks



Moving Forward

- Parking improvements continue to be well-received by customers, businesses, and media
- City parkades experiencing increased use, freeing up more high-demand on-street parking spaces, making parking easier to find
- Initial results encouraging; more time needed to monitor and evaluate effects of improvements
- Continue to make parking easier!





Questions?