

# Haywood Road Corridor **PARKING STUDY**



PREPARED BY:

**Kimley»»Horn**

MARCH 2016



**TABLE OF CONTENTS**

*Page*

**Executive Summary..... 1**

**Introduction .....2**

**Data Collection .....3**

**Analyze and Summarize Data.....5**

**Public Outreach.....16**

**Findings .....26**

**Projection of Future Parking Demand .....28**

**Residential Permit Parking Program Review .....30**

**Alternatives Analysis .....33**

**Recommendations .....40**

**Appendices.....52**

Parking Inventory by Block .....53

February 6, 2015 Focus Group  
Meeting Summaries.....59

West Asheville Parking Public Meeting Minutes.....67

Stakeholder Interviews.....70

Public Meeting Live Polling Results .....83

Online Questionnaire.....90

Projections of Future Parking Demand.....97

Residential Permit Parking Program  
Peer City Interviews .....100



## EXECUTIVE SUMMARY

The City of Asheville Department of Transportation retained Kimley-Horn to conduct a study of the Haywood Road corridor in West Asheville. Parking occupancy data was collected in October 2014 and September 2015.

Stakeholder outreach activities included focus group meetings, meetings with individual stakeholders, public workshops, and an online questionnaire.

The study found that presently there is a shortage of parking in the Haywood Road study corridor and the demand for parking is infringing into the adjacent residential neighborhoods.

There is an estimated need of approximately 225 additional parking spaces within the study area to meet existing and projected five-year parking demands. Some of this demand may be met with shared parking agreements. However, it is probable that the construction of new, dedicated public parking lots will be necessary.

In order to provide some of the needed vehicular and bicycle parking, it is recommended that the City seek to negotiate shared parking agreements with private property owners who have excess parking supply. These agreements would stipulate the times of day public parking would be available in these lots and identify other responsibilities of both parties such as landscape maintenance and cleaning.

It is recommended that a petition-based residential parking permit program (RP3) be established for neighborhoods streets within the area.

Review of the existing time limited parking restrictions and loading zone operations within the study area is also recommended.

To assist in funding of the necessary improvements in the shared parking areas and to facilitate on-street parking space turnover, it is recommended that fee-based parking be implemented at approximately 114 on-street parking spaces on Haywood Road. At this time, fees for off-street parking facilities are not recommended.

To adequately enforce the RP3, time limit restrictions, and on-street parking operations, it is recommended that the City add an additional Parking Enforcement Officer (PEO) staff out of the West Asheville Police Department Precinct.

These recommendations are interrelated and co-dependent. In other words, they all work together to achieve the goals for improving parking in West Asheville. Implementing only one or two of these recommendations (instead of all) will reduce the effectiveness of the overall parking management program.



## INTRODUCTION

A significant amount of redevelopment is occurring in the Haywood Road corridor in West Asheville. In 2014, the City of Asheville adopted a form-based development code to help guide future development in this area. A number of existing buildings in West Asheville either lack off-street parking or have limited off-street parking and are dependent upon on-street parking inventory and sharing parking with other businesses to serve their patrons. The ongoing growth in this area, due to development and adaptive reuse, is resulting in an increased demand for parking in the area.

The City of Asheville retained Kimley-Horn to conduct a parking study for the Haywood Road corridor in West Asheville. The study limits are from the intersection of Haywood Road with Clinton Avenue to the intersection of Haywood Road with Avon Avenue including approximately 300' on either side of Haywood Road. The study area (limits in blue) is shown in Figure 1.

The parking study included the following tasks:

- Data Collection
  - Parking occupancy
  - Parking turnover sample
- Analyze and Summarize Data
  - Overall parking demand in the corridor
  - Parking demand on selected side streets
  - Small area parking analyses
- Public Outreach
  - Focus group meetings with West Asheville business community
  - Meetings with individual property owners
  - Public workshop with live polling
  - Online questionnaire
- Findings
  - Summary of data collection
  - Summary of public outreach efforts
- Projection of Future Parking Demand
  - Based on land use projections for future development in West Asheville provided by the City
- Residential Permit Parking Program Review
  - Peer-City interviews
  - Recommended best practices
- Alternatives Analysis
  - Supply side alternatives
  - Demand side alternatives
- Recommendations



## DATA COLLECTION

Parking data was collected on two days in October 2014 and one day in September 2015. These days were deemed to be representative of typical weekday and weekend conditions in the Haywood Road corridor by the City.

**Figure 1**  
**Haywood Road Parking Study Area**



Data was collected on Haywood Road and selected side streets from 10 AM to 10 PM on Thursday, October 23, 2014 and from 11 AM to 11 PM on Saturday, October 25, 2014.

An additional round of data collection was performed on Thursday, September 24, 2015 from 5 PM – 10 PM on the following side streets:

- Vermont Avenue (Haywood Road to Vance Crescent Street)
- State Street (Haywood Road to Pennsylvania Avenue)
- Dunwell Street (Haywood Road to Saluda Street)
- Heron Street (Haywood Road to Greenwood Street)
- Michigan Avenue (Haywood Road to Pennsylvania Avenue)

The number of marked on-street and off-street parking spaces were counted and tabulated by block. On most of the side streets in the study area, on-street parking is permitted but there are no designated parking spaces. In these locations, the number of on-street spaces available was estimated by dividing the length of the curb face area available for parking (after the area for driveways and other parking restrictions was subtracted) by 25'. The block-by-block parking inventory for the study area is included in the Appendix.



Data collection of summary findings:

- Number of estimated parking spaces in study area – 3,036 spaces
- Total parking spaces on Haywood Road – 169 spaces
- Estimated on-street spaces on side streets – 530 spaces
- Total estimated off-street parking spaces – 2,337 spaces

Locations with largest inventory of off-street parking spaces:

- West Asheville Baptist Church – 309 Spaces
- Ingles Grocery Store – 157 spaces
- Grace Baptist Church – 105 spaces
- Calvary Baptist Church – 120 spaces

Other significant off-street parking inventories:

- Vacant shopping center (1000 block of Haywood) – 97 spaces
- River of Life Church – 70 spaces
- Asheville Preschool – 60 spaces
- Bledsoe Building – 55 spaces
- Family Dollar – 53 spaces
- The Salvation Army – 52 spaces
- West Asheville Presbyterian Church (Virginia Street Lot) – 44 spaces
- Builders First Source – 38 spaces
- Wells Fargo Bank – 30 spaces
- SunTrust ATM – 20 spaces

The only public parking available in the study area is the approximate 700 on-street parking spaces located along the two mile corridor. Some of the spaces on Haywood Road are posted for one-hour parking but there are few posted time restrictions on the side streets in the study area.

### **Parking Turnover**

A study was undertaken to analyze parking turnover on Haywood Road. Turnover is essentially a study of how many times the space is used by different vehicles during the study period.

For this study, the eight parking spaces located on the north side of Haywood Road between Oakwood Avenue and Cloyes Street were studied. (This location was selected because it is not in the areas of highest parking demand but located near areas of significant parking demand.) These spaces are located approximately 800' from the intersection of Haywood Road and Vermont Avenue – the approximate center of the business district.



Photographs of the vehicles located in these parking spaces were taken every hour from Noon to 7:30 PM on Thursday October 25, 2014. These photographs were reviewed, the data was analyzed, and the following conclusions were reached.

- % of spaces occupied 62%
- % of vehicles parked on hour on less 35%
- % of vehicles parking two hours or more 28%
- On average, 5.2 of the 8 spaces were occupied each hour
- Turnover (vehicles/space) 0.5
- % of observed vehicles from out of state 32%

20 different vehicles were observed parking in these 8 spaces during the 8-hour period.

One vehicle was observed to be parked for 6 hours; another for approximately 5 hours. All spaces were utilized at least one hour during the study period.

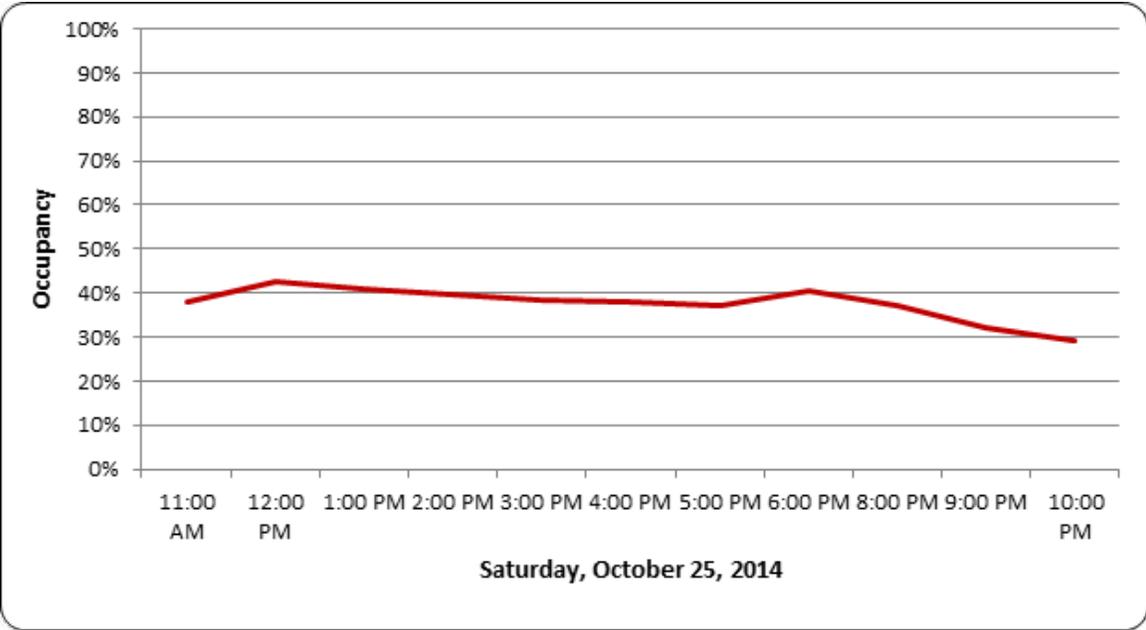
A turnover of 0.5 vehicles/space indicates that there was little turnover of the spaces during the observation period. Assuming this area is indicative of turnover in the study area, it can be concluded that vehicles typically park for longer period of times and there is not a significant amount of turnover during the day.

## **ANALYZE AND SUMMARIZE DATA**

### **Parking Occupancy**

The occupied on-street and off-street parking spaces in the study area were counted approximately every hour on two weekdays and one weekend day. The hourly parking occupancy rate was calculated for both the weekday and weekend study periods. Figure 2 shows the parking occupancy, by hour, for the peak day (Saturday) in 2014 of the entire study area. The overall peak occupancy for the total parking inventory in the corridor was 43%, occurring at noon on Saturday.

**Figure 2**  
**West Asheville Study Area Overall Parking Occupancy**  
**Peak Day (Weekend)**

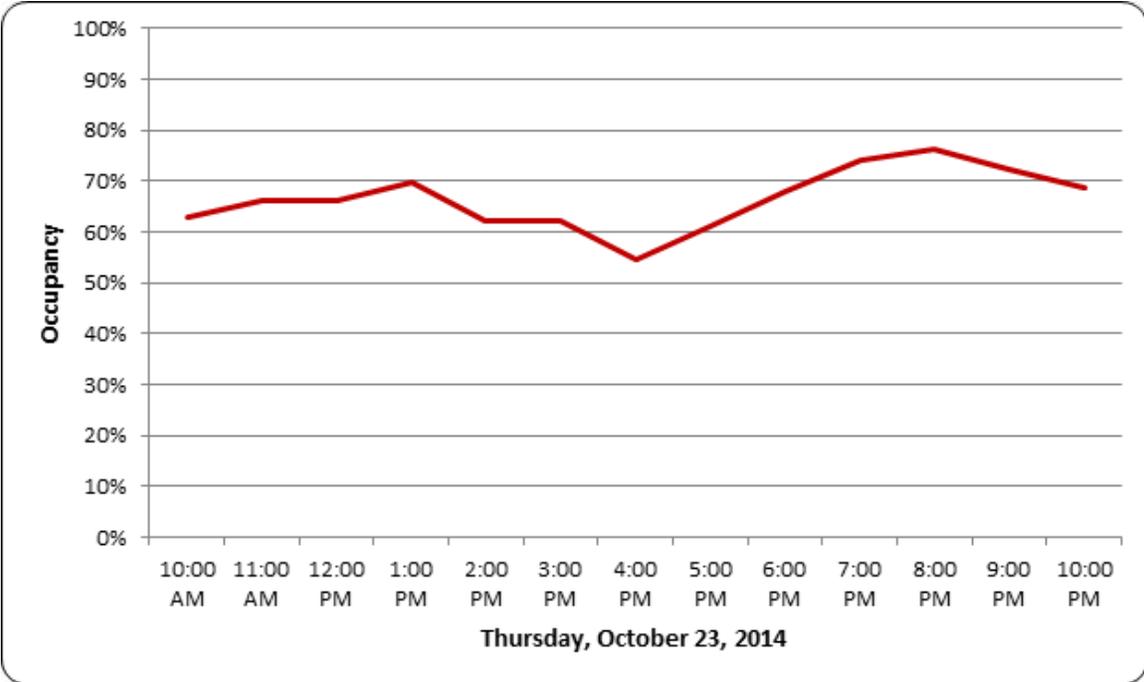


Typically, parking patrons begin to notice parking is limited when occupancy rates near 80%. However, the West Asheville study area is approximately two miles in length and different from a “typical” downtown grid street network. In addition, approximately 76% (2,300 spaces) of the parking inventory in the study area is located in private parking lots and is, therefore, not readily available for public parking.

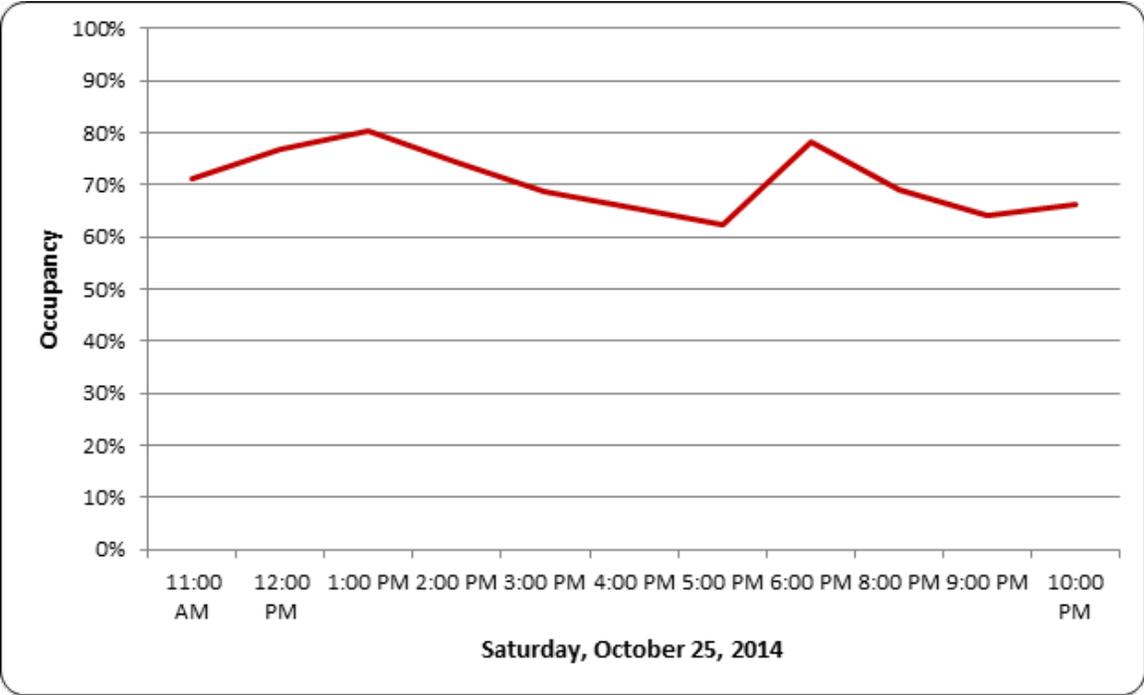
To provide insight into the use of the public parking, the on-street parking spaces on Haywood Road were analyzed. Parking occupancy rates for the on-street parking spaces on Haywood Road for the weekday and weekend conditions are shown respectively in Figures 3 and 4.



**Figure 3**  
 Haywood Road On-street Parking Occupancy – Weekday



**Figure 4**  
 Haywood Road On-street Parking Occupancy – Weekend





Overall, the on-street parking spaces on Haywood Road are occupied at a higher rate than the other parking spaces in the study area. The peak weekday demand for parking in the on-street spaces on Haywood Road was observed to be 76% at 8 PM on Thursday evening. The peak weekend demand for on-street parking on Haywood Road was 80% occupancy, occurring at noon on Saturday.

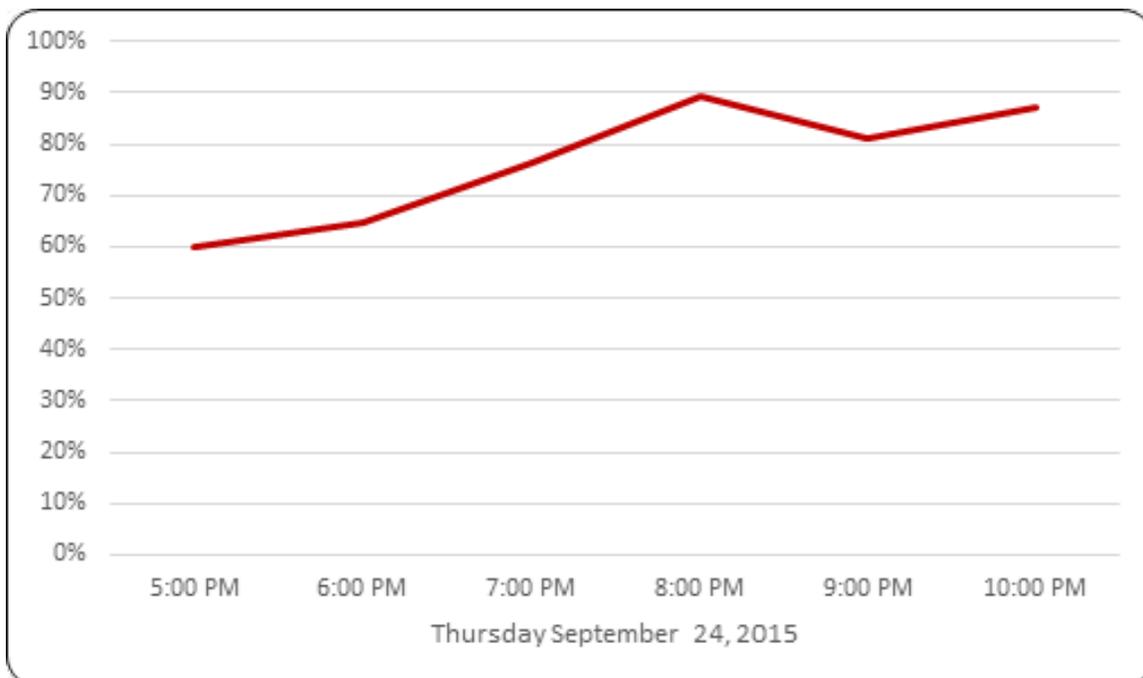
On the weekend day observed, parking demand fell throughout the afternoon, reaching a low of 62% occupancy at 5 PM before increasing to 78% at 8:00 PM.

In September 2015, parking occupancy data was collected on the following residential streets during a Thursday evening from 5:00 PM to 10:00:

- Vermont Avenue (Haywood to Vance Crescent Street)
- State Street (Haywood to Pennsylvania Avenue)
- Dunwell Street (Haywood to Saluda Street)
- Heron Street (Haywood to Greenwood Street)
- Michigan Avenue (Haywood to Pennsylvania Avenue)

The locations where evening data was collected were selected after consultation with the Asheville Department of Transportation and the Asheville Police Department. The overall side street occupancy is shown in Figure 5.

**Figure 5**  
**Side Street On-street Parking Occupancy – Weekday**





As shown in this graph, parking occupancy on the selected side streets exceeded 80% from the hours of 8 PM – 10 PM and is nearly 90% at 8 PM and 10 PM. This is indicative of a significant level of parking demand and represents locations where finding parking, for residents or visitors, is problematic.

**Small Area Parking Analyses**

After an initial review of the overall data collected, the study area was divided into three smaller subareas for further analysis. The areas selected for further study were selected by the City and representatives of the West Asheville Community, and are as follows:

- Location 1 – Oakwood Street to Louisiana Avenue
- Location 2 – Louisiana Avenue to Martin Street
- Location 3 – I-240 interchange to Swannanoa Avenue

An analysis for each of these subareas follows. The study area for **Location 1 – Oakwood Street to Louisiana Avenue** is shown in Figure 6.

**Figure 6**  
**Location 1 Study Area**



This subarea could be considered the center of the West Asheville community. The area contains the Bledsoe Building (with its associated off-street parking at West Village Market), the ISIS Music Hall, Mothlight, Ingles Grocery Store, U-Joint, Biscuit Head, the Salvation Army, Grace Baptist Church, and West Asheville Presbyterian Church. Evening parking demand was observed to be heavy in this area. The findings of the data analysis for location 1 are summarized in Table 1.



**Table 1**  
**Location 1 Findings**

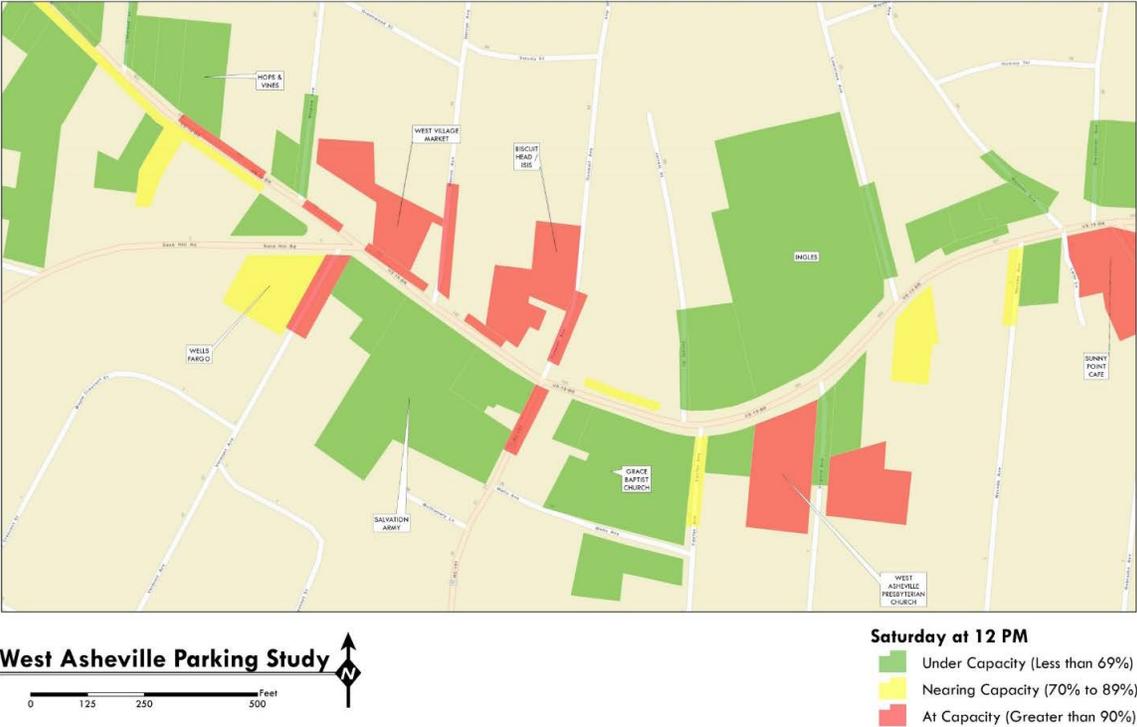
Location 1 – Oakwood Street to Louisiana Avenue	
On-street spaces	133
Off-street spaces	602
Total parking spaces	735
Observed peak hour of occupancy	6 PM Thursday
Observed peak hour overall occupancy	46%
Observed peak on-street occupancy	103% 6 PM Saturday
# of periods (out of 16) where on-street occupancy > 60%	15
# of periods (out of 16) where on-street occupancy > 80%	7

It should be noted that 334 of the 602 off-street parking spaces in Location 1 are located in the Salvation Army, Grace Baptist Church, SunTrust ATM, and Ingles Grocery Store parking lots. Therefore, the overall occupancy during the peak hour is lower due to the unavailability of these parking spaces for public parking.

The 103% observed on-street occupancy at 6 PM on Saturday means that some cars were illegally parked (e.g. in loading zones) and, in other locations, vehicles were parked closer than the estimated 25' per parking space assumed during the inventory.

The parking demand was observed to be relatively consistent during all study periods. The observed parking occupancies for on-street and off-street parking facilities at noon on Saturday are shown in Figure 7 below.

**Figure 7**  
**Observed Parking Occupancy**  
**Location 1 – Oakwood Street to Louisiana Avenue**



*Note: Representatives of the West Asheville Presbyterian Church reported there was a funeral at their church on the day of data collection and their parking areas were heavily used during the noon hour.*

The study area for **Location 2 – Louisiana Avenue to Martin Street** is shown in Figure 8.

**Figure 8**  
**Location 2 Study Area**





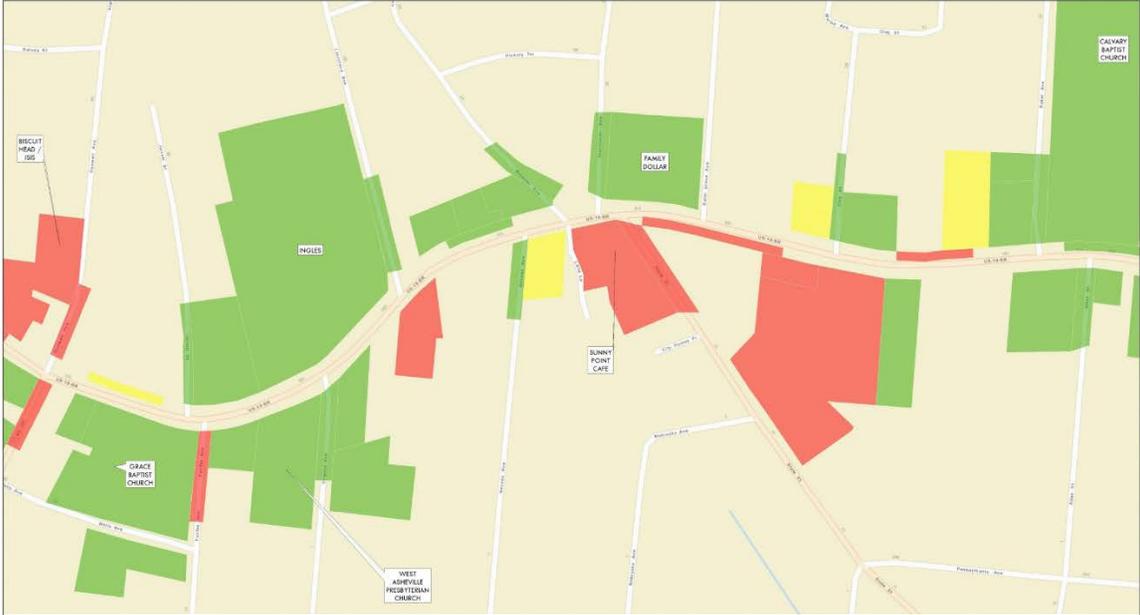
This study area, bounded by Louisiana Avenue on the west side and Martin Street on the east side, is the smallest of the three study areas. The largest parking supply in this study area is the 53 spaces located in the Family Dollar store parking area. Popular destinations in this area include Sunny Point Cafe and Oyster House Brewing Company. Trinity United Methodist Church has an overflow parking lot with approximately 25 spaces behind the Family Dollar store parking lot. The findings of the data analysis are summarized in Table 2.

**Table 2**  
**Location 2 Findings**

Location 2 – Louisiana Avenue to Martin Street	
On-street spaces	75
Off-street spaces	165
Total parking spaces	240
Observed peak hour of occupancy	3 PM Saturday
Peak hour overall occupancy	68%
Observed peak on-street occupancy	73% 11 AM Saturday
# of periods (out of 16) where on-street occupancy > 60%	3
# of periods (out of 16) where on-street occupancy > 80%	0

This area has the smallest parking supply of the three subareas analyzed. The areas with the highest demand for parking were Sunny Point Café and Rainbow Mountain Children’s School. The parking occupancies observed in Location 2 at 1 PM on Saturday are shown below in Figure 9.

**Figure 9**  
**Observed Parking Occupancy**  
**Location 2 – Louisiana Avenue to Martin Street**



**West Asheville Parking Study**

**Saturday at 1 PM**

- Under Capacity (Less than 69%)
- Nearing Capacity (70% to 89%)
- At Capacity (Greater than 90%)



The study area for **Location 3 – Haywood Road from I-240 Interchange to Swannanoa Avenue** is shown in Figure 10.

**Figure 10**  
**Location 3 Study Area**



This subarea, located on the east side of the study area, has a variety of land uses, including retail shops, automobile repair, restaurants, schools, home improvement stores, and residential.

The demand for parking in this subarea is centered on the intersection of Haywood Road and Michigan Avenue, near Admiral Restaurant and West Asheville Lounge and Restaurant (WALK). This area has the largest supply of on-street parking (136 spaces) of any of the three identified subareas.

The largest off-street parking inventories are in the Asheville School (60 parking spaces) and Builders First Source (38 spaces) parking lots. Data analysis findings for location 3 are summarized in Table 3.

**Table 3**  
**Location 3 Findings**

Location 3 – I-26 Interchange to Swannanoa Avenue	
On-street spaces	136
Off-street spaces	212
Total parking spaces	348
Observed peak hour of occupancy	Noon Saturday
Peak hour overall occupancy	66%
Peak on-street occupancy	93% Noon Saturday
# of periods (out of 16) where on-street occupancy > 60%	15
# of periods (out of 16) where on-street occupancy > 80%	6

A high demand for on-street parking was observed during the weekday and weekend data collection periods. Parking occupancies observed in Location 3 at 1 PM on Saturday are shown below in Figure 11.



**Figure 11**  
**Observed Parking Occupancy**  
**Location 3 – I-26 Interchange to Swannanoa Avenue**



**West Asheville Parking Study**

0 125 250 500 Feet



**Saturday at 1 PM**

- Under Capacity (Less than 69%)
- Nearing Capacity (70% to 89%)
- At Capacity (Greater than 90%)

## **PUBLIC OUTREACH**

The West Asheville Parking Study included the following public outreach efforts:

- Focus group meetings
- Stakeholder interviews
- Public workshops
- Online questionnaire

An overview of these outreach efforts is as follows:



## Focus Group Meetings

Focus group meetings were held at the West Asheville Community Center on Friday, February 6, 2015. Community representatives were responsible for publicizing the meetings and inviting interested parties. These meetings were aligned with the three subareas identified above. In each meeting, a summary of the data collected in October 2014 was provided to the attendees who were then asked to break into smaller groups to discuss parking issues in the area. The small groups were asked the following questions:

- Are the findings presented regarding parking consistent with your experiences in this area?
- What other parking issues do you observe in this area?
- What locations in this area tow improperly parked vehicles?
- Where do formal shared parking agreements exist in this area?
  - Are there written documents identify the terms of the agreements?
- Where do informal shared parking agreements exist in this area?
  - How do people know about these agreements?
- At what locations in this area is additional bicycle parking needed?
- What are your ideas on parking in this area?

The attendance at each session is summarized as follows:

Location	# of Attendees	# of Businesses Represented	Written Input Provided
Haywood Road from Oakwood Street to Louisiana Avenue	9	8	3
Louisiana Avenue to Martin Avenue	4	3	1
I-26 Interchange to Swannanoa Avenue	4	3	2

*Note: Written input was provided by individuals who wanted to attend the focus group meetings but had conflicts or could not attend.*

In summary, participants observed that more public parking is needed within the study area. They also noted that some churches and private businesses allow public parking in their lots. However, no one is aware of any formal agreements that permit shared parking.

Focus group meeting summaries are included in the Appendix.



## Individual Stakeholder Meetings

Individual meetings were held with 10 stakeholders who own property, operate businesses, or lead churches in West Asheville. Community representatives identified the following key stakeholders who were interviewed:

- Asheville Book Works, 428 Haywood Road, Laurie Corral
- Double Crown, 375 Haywood Road, Steve Mann
- Grace Baptist Church, 718 Haywood Road, Rick Ramsey
- ISIS Theater, 743 Haywood Road, Lillianna Woody
- Family Dollar, 613 Haywood Road, Marshall Green
- Mothlight, 701 Haywood Road, Amanda Hency
- Builders First Source, 332 Haywood Road, WC Hare
- Ingles, 669 Haywood Road, George Stone
- The Hop Ice Creamery, 721 Haywood Road, Greg Garrison
- West Asheville Presbyterian Church, 690 Haywood Road, Kent Smith

Lt. Janice Hawkins, Adam District Commander for the Asheville Police Department, was also interviewed about parking issues in West Asheville.

The interviews took place in-person and over the phone the week of March 16th. The same questions posed to the small groups identified above were used in the interviews with stakeholders.

Input from the interviewees was similar to that expressed in the focus group meetings. There is the opinion that additional public parking is needed within the study area.

A summary of these meetings is contained in the Appendix.

## March 2015 Public Workshop

A public workshop was held on the evening of March 17, 2015 in the West Asheville Public Library from 5:30 – 7:00 PM. Local community leaders were responsible for publicizing the event. Data collection findings were reviewed and attendees provided their thoughts and observations regarding parking in the West Asheville area. Approximately 8 people attended the workshop.

In summary, participants in the February focus group meetings and March public outreach sessions expressed the need for additional parking supply in West Asheville. A number of participants also suggested razing the closed gas station site at 644 Haywood Road and constructing a parking lot on that site.



### October 2015 Public Workshop

A public workshop was held on the evening of October 22, 2015 at Hall Fletcher Elementary School from 6:30 – 8:00 PM. The City sent a postcard invitation to all residents within the study area. Approximately 35 people attended.

Data collection findings from October 2014 and September 2015 were reviewed and attendees were asked to provide input via live polling devices. The results of these poll questions are provided in the Appendix and summarized as follows:

- 70% of the people responding to the live poll either live in the study area or visit it daily.
- 79% of those responding to the live poll either live in the study area or own property in the area.
- 81% of respondents replied parking conditions are unacceptable.



Live Polling Device

With regard to the question:

*When considering methods to improve parking in the area, which of the following do you think are worth exploring?*

- A. Enforcement of existing parking restrictions (i.e., time limits)*
- B. Promote ease of access by bicycles and offer more bike parking)*
- C. Install parking meters*
- D. Improve transit access*
- E. Promote more walking trips through enhanced sidewalks*
- F. Implement a Residential Parking Permit Program*
- G. Build additional public parking*
- H. Promote more shared parking (use of existing private parking supply for public use)*
- I. None of the above*

Some of the attendees expressed the desire to be able to vote for their top two options. A second round of voting was done manually. The first and second round of polling and summary is shown below:

Option	First Round		Second Round		Combined	
	Responses	Percent	Responses	Percent	Responses	Percent
A.	2	6%	2	7%	4	7%
B.	2	6%	2	7%	4	7%
C.	0	0%	0	0%	0	0%
D.	1	3%	3	11%	4	7%
E.	1	3%	7	25%	8	13%
F.	10	30%	6	21%	16	26%
G.	6	18%	3	11%	9	15%
H.	11	33%	5	18%	16	26%
I.	0	0%	0	0%	0	0%

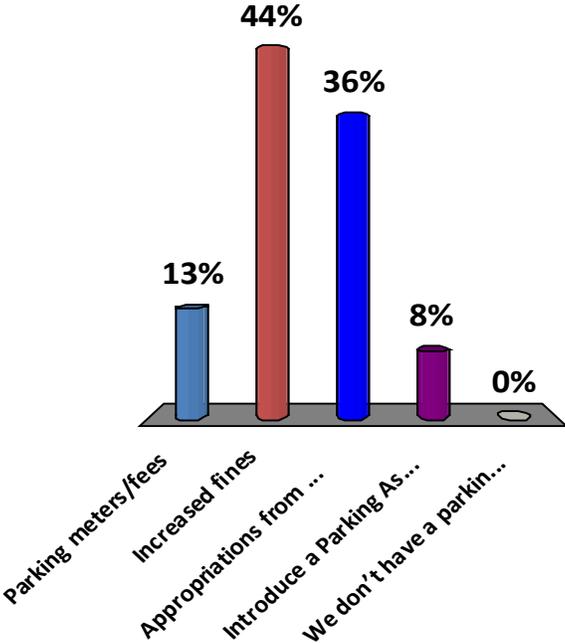
By a clear majority, the two most favored methods to managing parking in the area are:

- F. Implement a Residential Parking Permit Program
- H. Promote more shared parking

*Question: How do you think the City of Asheville should pay for parking management in the Study Area? (Please select all that apply.)*

- A. Parking meters/fees
- B. Increased fines
- C. Appropriations from General Fund
- D. Introduce a Parking Assessment District (tax/fee to local residents and businesses)
- E. We don't have a parking problem

The attendees at the public workshop responded as follows:





The participants at the public workshop supported higher fines for parking violations and funding from the City General Fund for parking management.

Upon conclusion of the polling, attendees made the following comments and asked the questions stated below:

- Why can't the loading zones on Haywood Road be used for parking after 6 PM? Why are they reserved for loading 24 hours per day?
- Question on the impact of form based code on ADA parking requirements for both on- and off-street parking spaces.
- Parking on Westwood Place is only permitted on one side of the street. People are parking in front of my garbage cans preventing my garbage from being picked up by the City.
- The corridor is unfriendly to bicycles and pedestrians. There needs to be a crosswalk in front of Ingles at Virginia Avenue and there needs to be pedestrian signal heads at the intersection of Haywood Road and Louisiana Avenue.
- I live on Vermont and I am concerned about the parking in front of my house. People are sleeping in their car in front my house. I find all sorts of trash and broken bottles. I am concerned about the security of my family.
- The school busses assigned to this area are larger than the busses used in the past. Maneuvering them on the side streets is more challenging, particularly with vehicles parked on the street. On-street parking regulations should take in to account the use of school busses on the residential streets.
- Parked vehicles on Vermont have impacted the ability of emergency vehicles called to my home. Vehicles were blocking my driveway and the ambulance could not access my home.
- What if traffic flow on the side streets were made alternating one-way?
- Suggest removing all on-street parking on Haywood and converting the parking area to bike lanes.
- The City should adopt a policy of "People First" and provide more enforcement of parking regulations.

### Online Questionnaire

An online questionnaire was set up using the Survey Monkey™ Tool to obtain stakeholder input from West Asheville community members who were unable to attend the public meeting. The questionnaire was active from October 23 – November 6, 2015. The complete survey is included in the Appendix, and the findings are summarized as follows:

- A total of 534 responses were received during the time period stated above.
- 65% of the people responding to the live poll either live in the study area or visit daily.
- 62% of those responding to the live poll either live in the study area or own property in the area.
- 42% of respondents typically got to the Haywood Road Corridor by driving alone. An additional 39% responded that they either walked or biked to the corridor.



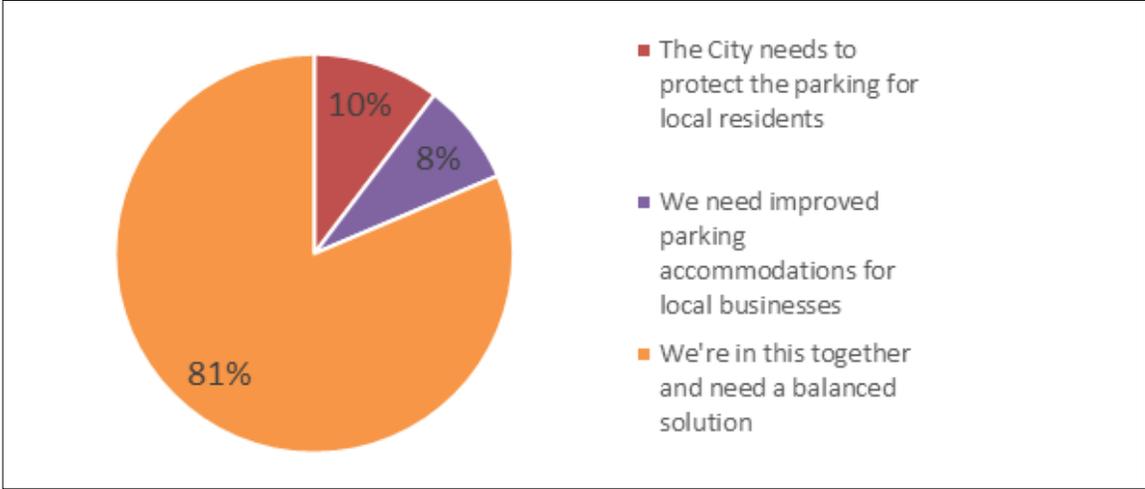
*Questions*

*How would you characterize parking in the Haywood Road Corridor Area?*

- 37% of respondents replied parking conditions are unacceptable. An additional 48% responded that it's something we should study further.

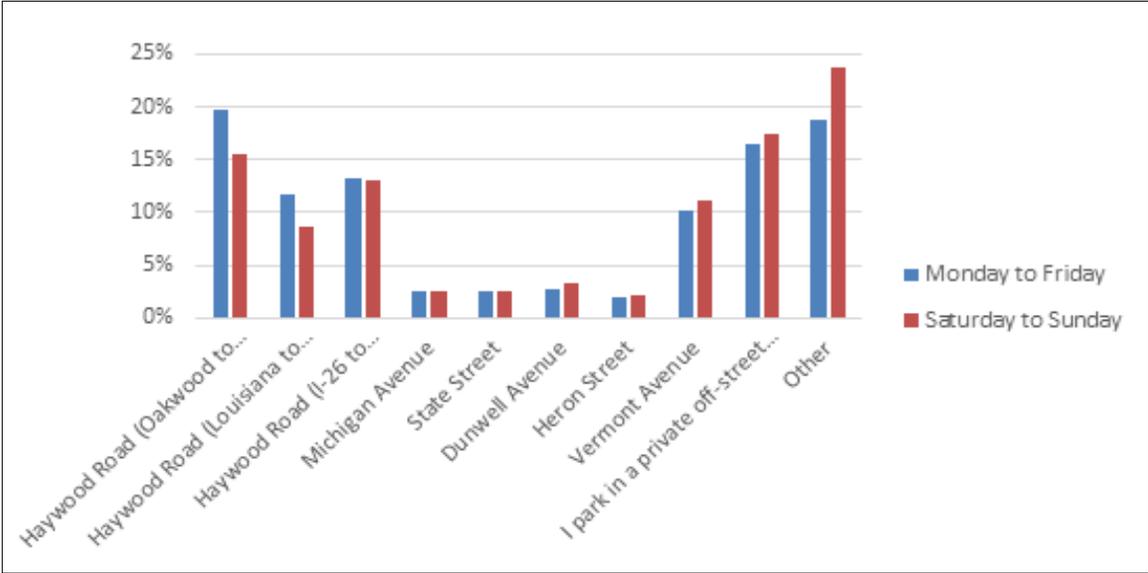
*Note: 81% of the participants in the live poll responded that existing parking conditions are unacceptable.*

*Which of the following statements would you suggest is more important?*

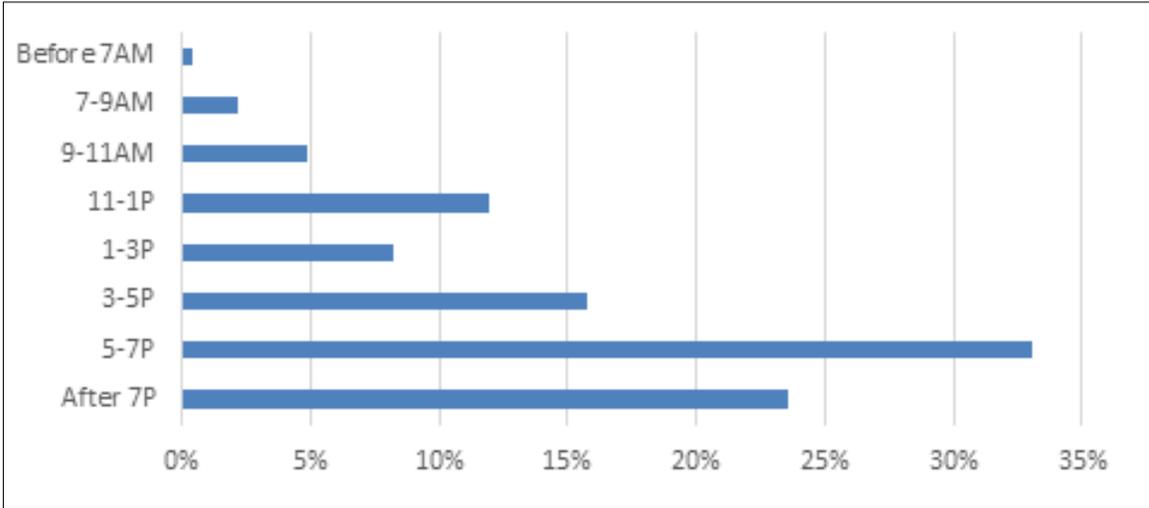


- 81% of the respondents preferred a parking management solution that balances the needs of residents and businesses.

*Where do you typically have the greatest parking success (M-F vs S-S)?*



*During what time of day is it most challenging to find available public parking?*



The responses to these two questions are consistent with the findings of the data collected in October 2014 and September 2015.

*How would you evaluate the enforcement of existing on-street parking regulations?*

- 62% of respondents said that existing on-street parking regulations were appropriate. 31% responded that more enforcement is needed.

*Note: The participants in the March and October workshops and the stakeholders who were interviewed noted that existing parking regulations in the study area were seldom enforced. The Police Department performs parking enforcement efforts in the study area when complaints are received.*



Please indicate which of the following parking management options you think the city should consider for the study area. (Select all that apply.)

- A. Enforcement of existing parking restrictions (i.e., time limits)
- B. Promote ease of access by bicycles and offer more bike parking)
- C. Install parking meters
- D. Improve transit access
- E. Promote more walking trips through enhanced sidewalks
- F. Implement a Residential Parking Permit Program
- G. Build additional public parking
- H. Promote more shared parking (use of existing private parking supply for public use)
- I. None of the above

Survey Monkey		
Options	Responses	Percent
A.	131	25%
B.	306	57%
C.	106	20%
D.	213	40%
E.	286	54%
F.	242	45%
G.	185	35%
H.	243	46%
I.	3	1%
Total responses	534	

The online respondents were able to select multiple parking management strategies. The two most preferred strategies were:

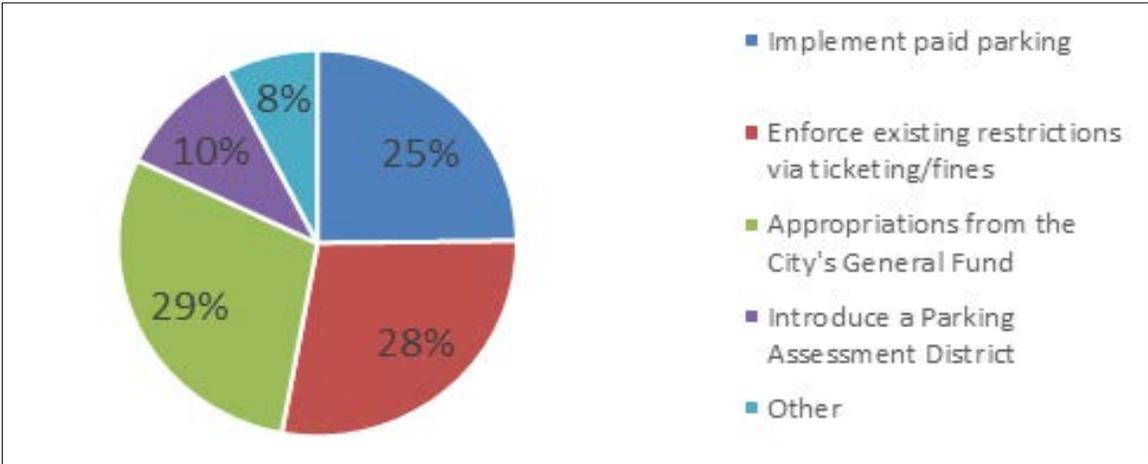
- B. Promote ease of access by bicycles and offer more bike parking)
- E. Promote more walking trips through enhanced sidewalks

The participants in the live polling at the October workshop preferred:

- F. Implement a Residential Parking Permit Program
- H. Promote more shared parking

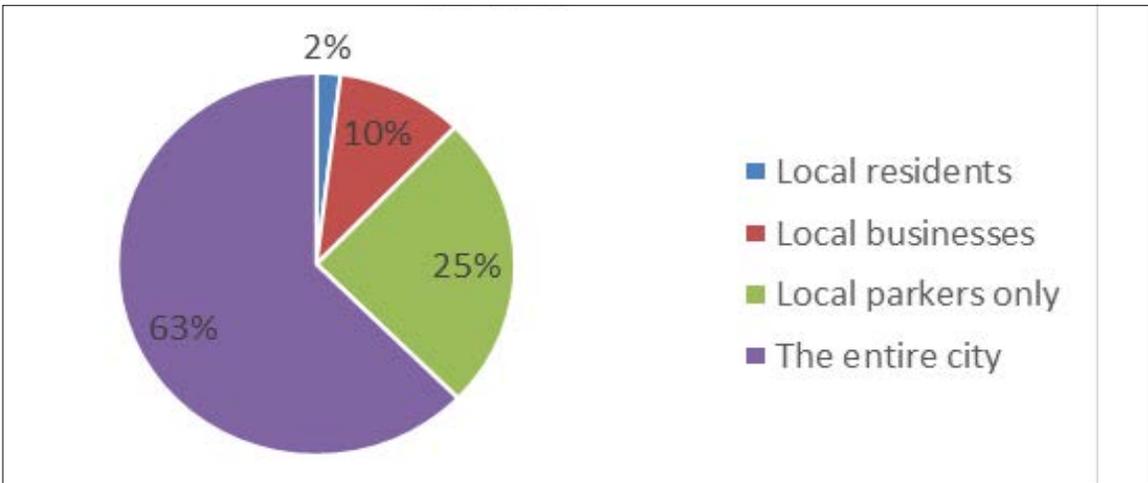


How do you think the City of Asheville should pay for parking management in the study area? (Select all that apply.)



The questionnaire respondents and live poll participants both supported using parking fine revenues and appropriations from the General Fund to pay for parking management. However, there was more support for implementing paid parking from the online respondents than with the October workshop attendees.

Who should be responsible for supporting the revenue required to implement an enhanced parking strategy for the area?



Consistent with the previous question, the majority of the online questionnaire respondents thought the costs associated with parking management efforts should be borne by all City residents (i.e. the General Fund).



*Summary of Online Questionnaire*

The online questionnaire received 534 responses, which can be considered a good level of responses. 87% of the respondents live, regularly visit, or own property in the study area. 48% of the respondents believe current conditions need to be studied further, while 37% responded that existing conditions are unacceptable. 81% of the respondents believe the recommended parking solutions need to balance the needs of the residents and the local businesses. 65% of the respondents drive alone when visiting the study area, while 39% either walk (25%) or bicycle to visit the study area.

The most challenging time to find parking was identified as after 7 PM by 33% of the respondents.

The most preferred parking management options were (respondents could select more than one option):

- Promote ease of access by bicycles and offer more bike parking – 57%
- Promote more walking trips through enhanced sidewalks and intersections – 54%
- Identify opportunities for shared parking – 46%
- Implement a Residential Parking Permit Program – 45%

The most preferred ways to pay for enhanced parking management were (respondents could select more than one option):

- General fund appropriations – 39%
- Fine revenues from parking regulations – 37%
- Fees for parking – 33%

**FINDINGS**

The existing conditions can be summarized as follows:

- Overall, there is an adequate parking supply in the West Asheville study area but most of the unused available supply is in privately-owned parking lots and unavailable for public parking.
- Approximately 24% of the total parking supply in West Asheville is available to the public. The available parking supply is on-street parking. The remaining 76% of the parking supply is located in private parking lots.
- Some owners of private lots expressed a willingness to have discussions with the City about entering into agreements to share their parking supply with the public.
- There is presently a significant demand for additional on-street parking in locations 1 and 3.
  - In location 1, during 7 of the 16 periods surveyed, on-street parking occupancy exceeded 80%. During the peak period, the on-street parking supply was observed to be 97% occupied.
  - In location 3, during 6 of the 16 periods surveyed, parking occupancy exceeded 80%. During the peak period, the parking supply was observed to be 104% occupied.



- There is a significant demand for on-street parking in the residential areas near Haywood Road during evening hours. Between the hours of 7 PM – 10 PM, occupancy rates ranging from 76% to 90% were observed on the five residential streets where data was collected.
- Additional public parking supply is needed to accommodate existing parking demand during weekdays, Saturdays and evenings.
- Over 80% of the live poll and online questionnaire respondents believe that parking conditions in West Asheville are either unacceptable or need further study.
- The live poll and online questionnaire respondents support seeking shared parking agreements with area churches and businesses in order to provide additional parking supply.
- While there was little support in the live poll and online questionnaire for implementing a fee for on-street parking, approximately 33% of the questionnaire respondents replied that parking fees should be used to fund parking management efforts in the study area.
- A number of people in the public input sessions suggested the City acquire the gas station property at 644 Haywood Road (currently closed) and provide public parking on that site.



## PROJECTION OF FUTURE PARKING DEMAND

The continued development and redevelopment of property in West Asheville will increase the need for additional parking within the study area. The City of Asheville Planning and Urban Design Department provided Kimley-Horn with the projections for potential development (and redevelopment) over the next five years in each of the previously identified subareas as shown in Table 4.

**Table 4**  
**2021 Projected Additional Land Uses in West Asheville**

Land Uses	Location 1 Oakwood St – Louisiana Ave	Location 2 Louisiana Ave – Martin St	Location 3 I-240 – Swannanoa Ave
Residential (Units)	44 units	8 units	0
Restaurant (Square Feet)	4,000	2,000	6,000
Office/Retail (Square Feet)	6,000	5,500	8,000

Using this information, the parking demand ratios developed by Kimley-Horn based upon data collected in Downtown Asheville, and the Urban Land Institute (ULI) methodology for shared parking, projections of future parking demand for each of the subarea locations were prepared.

It is assumed that 10% of parking demand from future development will be met with on-site parking and, therefore, 90% of the parking will be satisfied off-site. The mode split in ULI’s model was adjusted to reflect a 75% vehicle mode split. It is assumed that all residential units will be self-parked and will not share parking with other developments or uses. Therefore, the parking demand associated residential owners and visitors have been omitted.

For this analysis, it was assumed that 50% of the designated restaurant space is fine/casual dining and the other 50% is nightclub/lounge. (Note: The parking demand rate for these two land uses is similar but the nightclub/lounge use experiences greater demand for parking during weekends and evenings than the fine/casual dining restaurant.) The office/retail land use was assumed to be split equally between office and retail uses. Demand for office parking peaks on a weekday during mid-day, while parking demand for retail typically peaks on a weekend afternoon.

The intent of this task was to quantify the projected additional parking demand that may be experienced within each subarea location within the study area. Additional parking projections for the year 2021 are shown in Table 5.



**Table 5**  
**Projection of 2021 Additional Parking Demand**

Location	Projected 2021 Peak Hour Demand	Time of Demand	Projected Supply Needed @ 90% Effective Capacity
1 Oakwood St – Louisiana Ave	55 vehicles	9 PM Weekend	61 spaces
2 Louisiana Ave – Martin St	29 vehicles	9 PM Weekend	32 spaces
3 I-240 to Swannanoa Ave	81 vehicles	8 PM Weekend	90 spaces

The shared parking model found that the demand for each location will peak during December and that, given the configuration of land uses, weekend parking demand will be heavier than the weekday.

This analysis assumes that shared parking will occur and parking spaces used for office/retail parking during the day will be available for restaurant/retail parking during nights and weekends.

Graphs showing the hourly projections for each location from 6 AM – midnight are shown in the Appendix.



## RESIDENTIAL PERMIT PARKING PROGRAM REVIEW

Kimley-Horn was tasked with investigating Residential Parking Permit Programs (RP3) to better assess whether this parking management tool could be useful in the West Asheville Study area. RP3 programs typically require special residential parking permits to be displayed during certain hours while parking on specific streets. Such programs provide parking availability for residents while limiting non-resident parking on those streets.

### Guidelines for RP3 Program

Requirements by cities and counties vary somewhat but most RP3 programs require the following:

- Citizen participation is essential to the development of an effective RP3 program.
  - The residents/neighborhood association must petition the local governing body requesting an RP3 program implementation.
  - Governments normally require a certain percentage of residents to sign the petition ensuring popular support for the change.
  - Some governments specify “residents” to sign the petition while others require “property owners”
- The street(s) affected by the petition must be identified.
- The governing body may restrict petitioners to a street-by-street, block-by-block, subdivision, or other basis.
  - Typically the area for the RP3 must be zoned residential
  - The jurisdiction conducts a parking survey to verify one or more of the following:
    - That at least “X” % of the vehicles parked on the affected streets are registered to non-residents.
    - That during the peak hour at least “X” % of the existing parking spaces are occupied
    - That at least “X” % are parked a minimum continuous number of hours, i.e. four hours or more.

### Typical Process for Implementing a RP3 Program

The following is typical process for implementing a RP3 program:

- Neighborhood submits a petition identifying zones or streets where a RP3 is requested
- Jurisdiction conducts a parking survey and gathers information to assess the need for a RP3.
- Jurisdiction develops a draft proposal (including zone boundaries, the type of zone, recommended parking restrictions, permits available and other details). A neighborhood meeting may be held to assist in developing the proposal and receive public input.
- Original proposal is modified if necessary.
- Staff forwards the proposal and public hearing comments to the City Manager for review.
- The City Manager makes the final decision regarding the zone and informs the City Council.



### RP3 Policies, Options and Restrictions

RP3 permits are issued to residents by the municipality to restrict parking within the RP3 zone. Below are some typical permit issuance policies:

- Residents are issued a limited number of permits per household. The permit price can vary from no charge to \$50 per permit per year or more.
- The number of permits issued can vary based on resident demand and lot frontage size/parking area within the permit zone.
- The price for permits is normally based on whether or not the municipality wishes to recoup the cost of the program (signage, permits, and/or enforcement) from the residents.
- Short-term visitors are often accommodated by allowing for up to two hours of free parking without a permit.
- Longer term visitors can be accommodated in several ways:
  - Some cities offer one visitor permit per household, either at no charge or at the prevailing rate.
  - Some cities offer visitor permits for up to 30 days at a time, normally at no charge.
  - There are usually restrictions on the number of times a visitor permit will be issued to the same vehicle (i.e., once per year).
- Some cities offer work permits for contractors or repair people needing parking longer than the typical two-hour limit.

### Peer City Interviews

The City of Asheville Department of Transportation and Kimley-Horn identified 10 cities where RP3 programs are currently used, and interviews were held with representatives of those cities. The following characteristics were considered when evaluating potential peer cities:

- Geographical proximity to Asheville
- Population
- Level of vitality and proximity to neighborhoods

The following cities were selected for interview: Durham, Chapel Hill, Greensboro, Wilmington, Charleston, Columbia, Chattanooga, Norfolk, Williamsburg, and Savannah. The interviews consisted of 11 questions. The completed interview questionnaires for each City are included in the Appendix. The following general conclusions were made based on these interviews:

### RP3 Area Designation

The process for designating a new area for RP3 generally begins with residents petitioning the city council and/or City Manager. In the majority of cities surveyed, it is typically required that a simple majority of residents impacted by a proposed RP3 must sign the petition. One city (Williamsburg, VA) required 67% of the residents sign the petition before a RP3 program would be implemented.



The city then conducts additional parking studies to validate the need for an RP3 and to decide how the program will be implemented. Most cities include minimum thresholds for parking occupancy in their municipal code that must exist prior to implementing the program. The most common threshold observed in the peer cities was that at any given time, 70% of the available parking spaces had to be occupied. Many cities also included a requirement that 25% of the parked vehicles had to be from outside the study area.

Once an RP3 program is implemented, residents are typically required to fill out an application showing proof of residency. Most cities still use paper forms and rely on residents to mail or bring the application in-person, although Greensboro allows online permits and Norfolk is moving towards tying the application process into their T2 parking management system.

### **Fees**

Most cities charge nominal fees for parking and guest permits, although rates are normally too low to wholly fund the program. Therefore, the program is typically subsidized from within the larger department's funds. For cities that charged for RP3, an annual permit fee of \$10-\$25 per household was typical. Guest permits were also typically made available for an additional charge.

### **Enforcement**

Enforcement is usually performed through the parking department and/or in conjunction with the local police department. (Durham outsources the management of their on- and off-street parking assets, including the enforcement of RP3 regulations.) Typical enforcement times within the peer cities were Monday – Friday during work hours (8 AM – 5 PM), although cities tailor their RP3 to include zones that have different enforcement hours. (Chapel Hill has 24/7 regulations within some of their zones.)

### **Lessons Learned**

A number of respondents indicated that they wished parking permit fees were higher (or that they charged fees) to better support the program financially. It is also important to consider that revenues for enforcement will likely decrease over time as the program matures, and that program revenues will increasingly rely on the annual permit fees.

The Cities of Norfolk and Columbia are now looking to better leverage license plate recognition (LPR) technology and parking management systems to make permit issuance and enforcement more efficient. Greensboro is presently using vehicles equipped with LPR for enforcement of parking restrictions in their RP3 zones.



## ALTERNATIVES ANALYSIS

### Demand Side Alternatives

Demand side alternatives refers to parking strategies intended to reduce the demand for parking. These may be strategies that encourage the use of other modes of travel and reducing the need for parking, or strategies that modify user behavior. The following demand side alternatives were evaluated:

- Improvements to bike lanes and sidewalks
- Transportation Demand Management (TDM)
- Increased transit
- Fee for on-street parking

### Improvements to Bike Lanes and Sidewalks

The most popular responses in the online questionnaire for parking management alternatives were:

- Promote ease of bicycle access and offer more bike parking (57%)
- Promote more walking trips through enhanced sidewalks (54%)

The questionnaire also found respondents reported the following modal splits in the Haywood Road Corridor:

- Single occupant vehicle – 42%
- Walk – 25%
- Bicycle – 14%
- Carpool – 11%
- Other – 7%

Based on these results, it appears there is currently a significant amount of walking and bicycling in the study area. Based upon input received in the public outreach, one alternative was to remove on-street parking and provide bicycle lanes on Haywood Road. (The current pavement width would not allow on-street parking and dedicated bicycle lanes.)

According to information provided by the City, 15,214 vehicles were counted on Haywood Road at its intersection with Virginia Avenue between the hours of 7 AM and 11 PM. During the same period, approximately 877 pedestrians were counted at the same location.

Given the existing traffic volumes, removal of on-street parking would be necessary for casual cyclists to feel comfortable riding on Haywood Road. However, implementing this strategy would require replacing at least the 180 existing on-street parking spaces. Since these spaces are spread over the two-mile study corridor, this would require multiple small surface parking lots at strategic locations within the existing study corridor. According to the Buncombe County GIS, appraised property values in West Asheville are approximately \$18/ square foot. Given these, it is estimated these parking (if the properties could be identified) would cost approximately \$15,000 per space to purchase the property and construct.

Since the focus of this study is to identify options to improve parking conditions in the West Asheville Study area and the cost of replacing on-street parking with off-street parking is expensive, we cannot recommend this strategy.



If the City wishes to further study the concept of enhanced bicycle routes, the cost of replacing the existing on-street parking with off-street parking should be factored into that analysis.

### **Sidewalks**

A cursory review of sidewalks and pedestrian crosswalks along Haywood Road was performed.

Sidewalks exist on both sides of Haywood Road, though most of the sidewalks are immediately adjacent to the street and do not have a planted verge area.

Painted crosswalks exist at a number of signalized and un-signalized intersections along the corridor.

It is recommended that further study be undertaken to evaluate placing pedestrian actuation and count down pedestrian signal heads at the signalized intersections in the corridor.

### **Transportation Demand Management (TDM)**

TDM strategies involve the development and implementation of strategies to manage transportation (and therefore, by extension parking) demand by encouraging alternative forms of transportation. TDM strategies involve the development and implementation of strategies to manage transportation (and therefore, by extension parking) demand by encouraging the use of alternative modes of transportation.

It should be noted the on-line questionnaire, which was undertaken with this study, found significant use of alternative modes of transportation within the Haywood Road Corridor. The questionnaire respondents reported that 42% of the visits to the corridor are made by single occupant vehicle (SOV). 25% of the respondents reported walking to visit destinations in the corridor and 14% of trips were made via bicycle. 11% of trips were reported to be made by carpoolers. This level of questionnaire response indicates a very high use of alternative transportation modes exist today within the study area.

TDM programs often include incentives to employees and others to use transportation modes other than SOVs. These incentives could include preferential parking for carpools, monthly bus passes, or gift certificates for businesses in the corridor.

At one point, the Bicycle Benefits program was active among business along Haywood Road to offer incentives to bicyclists, but the program was short-lived as there was no entity to regularly promote the program.

The following TDM activities are recommended for additional study and possible implementation along Haywood Road:



**Enhanced bike racks.** As part of the outreach, some stakeholders expressed frustration with the current bike racks—primarily due to the limited number of bicycles which could be attached to the rack. Consideration should be given to an alternative bike rack design that can accommodate more bicycles and possibly even converting a limited number of on-street parking spaces to bicycle parking in locations with high demand for bicycle parking.

**Walkability/Sidewalk audit.** A study should be undertaken to identify any potential impediments to walking along the Haywood Road Corridor (such as damaged sidewalk, moveable impediments in the sidewalk, unsignalized pedestrian crosswalks, etc.). This study could identify and prioritize those potential improvements that would enhance walkability in the study area.

**Establishment of a TDM program.** Discussions could be held with West Asheville Business Association (WABA) to see if they would be willing to “sponsor” and revitalize the “Bicycle Benefits” program and offer other programs which would encourage travel via alternative modes of transportation.

### Increased Transit Usage

The Haywood Road corridor is served by Asheville Regional Transit (ART) routes W1 and W2. Combined, these routes provide transit service to designated stops on Haywood Road every 30 minutes. Increased transit service frequency may reduce the use of single occupant vehicle trips and, therefore, reduce parking demand. The feasibility and costs associated with increased transit services are outside of this evaluation’s scope and should be considered in conjunction with the Transit Plan update.

### Fee for On-street Parking

Implementing a fee for on-street parking is typically done as a parking management strategy to increase the turnover of parking spaces by discouraging people from parking for extended periods. However, fee implementation for on-street parking typically results in a reduction of on-street parking demand as users make economic-based decisions to either park in other locations, where parking is free, and walk further, or change their driving behaviors by carpooling or using other modes of transportation.

### Supply Side Alternatives

Supply side alternatives refers to parking strategies that increase the amount of parking supply available. The following supply side alternatives were evaluated:

- Increase the number of on-street parking spaces
- Pursue additional parking supply through shared parking agreements with private businesses
- Construct additional off-street parking spaces



### Increase the Number of On-street Parking Spaces

Streets within the project area were reviewed for locations where additional parking supply could be designated on-street. Note: parking spaces, approximately 20' in length are marked along Haywood Road. Parking spaces on most of the side streets in the study area are unmarked.

Due to the number of turn lanes and driveways along Haywood Road and the need for adequate site distance when exiting those locations, there are few locations along Haywood Road where additional parking spaces could be marked. However, two potential locations were identified:

- A small, open space was recently constructed adjacent to the ISIS theatre at approximately 741 Haywood Road from the removal of an existing driveway to Haywood Road. Two parking spaces could be added on the north side of Haywood Road in this area.
- The area on Haywood Road in front of the Bledsoe Building (180') currently contains no marked parking spaces. A sign on the north side of Haywood for westbound traffic near the intersection with Mildred Avenue indicates that parking is limited to 1 hour, however, there are no marked parking spaces. The entire area on the north side of Haywood is within the signalized intersection of Haywood Road with Sand Hill Road and Vermont Avenue. There may be reservations about designating parking spaces within this area due to potential visibility of pedestrians using either of the designated crosswalks. However, vehicles were observed to be parking within this area during all data collection periods and it is unclear whether or not parking is restricted in this area. It is estimated an additional five to six on-street parking spaces could be provided in this area.

It is not recommended that parking spaces be marked on the side streets within the study area. Unmarked spaces typically provide the potential for more vehicles to be parked than with marked spaces.

### Pursue Shared Parking Agreements

During the inventory and data collection phases, it was observed that a number of churches and businesses had a large supply of underutilized parking. During the peak hour of observed demand (6 PM Saturday), the off-street parking lots identified below had relatively low occupancy rates:

- Grace Baptist Church/Sun Trust ATM – 125 spaces, 17% occupied
- Ingles Grocery Store – 157 spaces, 55% occupied
- West Asheville Presbyterian Church – 44 spaces, 0% occupied
- Asheville Preschool – 50 spaces, 8% occupied
- Builders First Source – 38 spaces, 11% occupied



Depending on the unique needs of these parking lot owners, it is likely that the terms of any shared parking agreements would have to be tailored to each specific property. Items that may need be addressed in a shared parking agreement include:

- Hours and times when the area would be available for public parking
- Installation of signing
- Cleaning of the parking lot
- Maintenance of landscaping
- Lighting of the parking lot (either new or upgraded) and ongoing lighting costs
- Liability issues
- Bicycle parking facilities

Shared parking agreements may be challenging and time-consuming to negotiate. However, with the cost of land in the project area and the necessary improvements to implement parking, it would less expensive for the City to negotiate shared parking agreements than acquire property and build new off-street parking spaces.

### Construct Additional Off-street Parking Spaces

This study reviewed the project area and identified unimproved parcels that the City could potentially acquire and construct additional off-street parking. Two parcels were identified for further study.

#### Hanover Street at Haywood Road.

This property is within the right-of-way of I-240 and presently being used as an informal parking lot. The area is shown below and estimated to presently accommodate up to 14 vehicles.





Using Buncombe County GIS files and consulting City of Asheville development ordinances, a conceptual plan was developed to show the number of parking spaces that could be provided in this area. Figure 12 shows the conceptual plan for this potential 15-space parking lot at the intersection of Hanover Street and Haywood Road.

Implementing this parking area would require grading, paving, pavement markings, signing, lighting, and landscaping. Assuming a cost of approximately \$3,000 per space plus a 15% contingency, it is estimated this lot would cost approximately \$50,000 to implement.

This property is within the right-of-way of I-240. To utilize this area, a right-of-way encroachment agreement would have to be obtained from NCDOT and it is likely the lot would have to be removed if I-240 is widened in this area in the future.

Since this area is presently being used informally for parking, this improvement would not significantly add parking supply to the study area. However, these improvements would improve the aesthetics, enhance safety (with improved lighting), and assure visitors that it is acceptable to park in this area.

**Figure 12 – Hanover Street Parking Lot**





644 Haywood Road

This property is a closed gas station located at the corner of Nevada Avenue and Haywood Road near the Lucky Otter Restaurant. During the public outreach meetings, a number of stakeholders suggested this site as a potential location for public parking. According to Buncombe County GIS, this 0.45-acre parcel is appraised at \$352,800.



Using Buncombe County GIS files and consulting City of Asheville development ordinances, a conceptual plan was prepared to improve this area into a public parking lot. Figure 13 shows the conceptual plan for this potential 30-space parking lot at 644 Haywood Road.

Since this is a former gas station site, it is assumed that the soils may be contaminated by leaking underground fuel storage tanks and may require soil remediation. Further study would be required to determine if there has been leakage and estimate costs associated with site remediation.

Implementing parking in this area would require grading, paving, pavement markings, lighting, signing, and landscaping. Assuming a cost of approximately \$3,000 per space plus a 15% contingency and \$352,800 property cost, the estimated cost to provide public parking at this site would be approximately \$450,000 plus remediation. This would represent a cost of approximately \$15,000 per parking space plus any soil remediation that may be necessary.

A public parking facility in this location would provide parking supply to location 2. However, 644 Haywood Road is well over 1,500' from the center of location 1 and approximately 3,000' to the center of location 3 and would, therefore, not provide additional parking supply to either of those subareas.

Property costs and the unknowns related to potential soil contamination and remediation expenses lead us to recommend this site not be considered as a potential public parking lot location.

Figure 13 – 644 Haywood Road Parking Lot



## RECOMMENDATIONS

Recommendations to improve parking in the West Asheville study area can be summarized as follows:

- Add additional parking supply (both vehicles and bicycles) by entering into sharing agreements with willing entities who have existing parking facilities with surplus supply.
- Construct additional parking supply at the intersection of Hanover Street and Haywood Road.
- Implement a residential permit parking program (RP3) on those streets where residents petition for such a program.
- Implement a fee for on-street parking on Haywood Road in limited areas.

These recommendations are interrelated and co-dependent. In other words, they all work together to achieve the goals for improving parking in West Asheville. Implementing only one or two of these recommendations (instead of all four) will reduce the effectiveness of the overall parking management program.



As an example, the RP3 will likely reduce the available parking supply on side-streets as some visitors to the area who presently park on-street will be prevented from doing so. To provide parking for area businesses, additional parking supply is needed with the implementation of a RP3. There will be costs associated with the implementation and enforcement of the RP3 and shared parking agreements costs for on-going maintenance expenses, such as lighting and cleaning. (In addition to other potential upfront costs to implement the shared parking program such as payments to owners, installation of bicycle racks, and wayfinding signage.)

39% of questionnaire respondents preferred funding for the parking management efforts in West Asheville come from general fund sources, and 33% supported using parking fees to support parking management. We believe it is appropriate to fund some portions of the parking program through fee implementation for on-street parking. The fee for parking and hours of enforcement should be comparable to those items in other parts of the City.

Currently, the City uses a parking strategy known as differential parking fees within the Central Business District. With the differential fee strategy, a higher parking fee (currently \$1.25/hour) is charged to park in the more convenient on-street parking spaces, while the fee for off-street parking is \$1/hour with the first hour free. It is recommended that this strategy, with a slight modification, be used in the West Asheville Study area. As noted above, it is recommended to charge a fee for on-street parking at designated locations on Haywood Road but it is also recommended that no fee be charged to park in any off-street shared parking facilities at this time. In most locations in the study area, the off-street parking facilities are not as convenient as the on-street parking. Users who are willing to walk further and incur a little inconvenience may avoid paying for on-street parking.

### Parking Supply

- Implement a petition-based residential permit parking program for residents to have neighborhood parking.
  - Charge a fee for users to participate in the RP3 program. Guest permits should be available and a fee should be charged for the permits.
  - Implement an online program where people can register vehicles and use the vehicle license plate as the permit number. The online program should also allow guest permits to be obtained using the online management program.
  - Enforcement of the RP3 should be accomplished by an additional parking enforcement officer (PEO) assigned to West Asheville. Enforcement activities should use a vehicle equipped with automated license plate readers.
  - After-hours and weekend enforcement of RPPP to be performed by the Police Department.
  - Review all driveways and mark curbs, or post signing, to prevent parking near residential driveways.



- Enforce posted parking time limits
  - Review all existing parking zones to assure current time restrictions are appropriate and modify restrictions as necessary.
  - Review existing loading zones on Haywood Road and allow parking during evening hours.
  - Enforce time limits using a vehicle equipped with LPR. Use same vehicle and PEO as used for enforcement of RP3. A vehicle equipped with the necessary LPR equipment is shown below:



The probable cost of the LPR system, including a vehicle, is \$95,000.

- Install signs at locations where property owners will enter into a shared parking agreement with the City to allow evening and weekend parking in designated parking lots. (Suggested locations for shared parking are noted below.) Install bicycle parking facilities in all shared parking lots. A rendering of a sign that should be installed at all shared parking lots is shown in Figure 14. (Times shown on the sign may have to be tailored to each individual parking lot.)

**Figure 14**  
**Shared Parking Lot Sign**



- Introduce an incentive program for owners to modify their driveways to reduce driveway width, improving safety and potentially adding on-street parking spaces.
  - Strip shopping center on north side of Haywood next to Ingles – drive is approximately 90’
  - Rainbow Mountain Children’s School (587 Haywood Road)



### Location 1 Recommendations

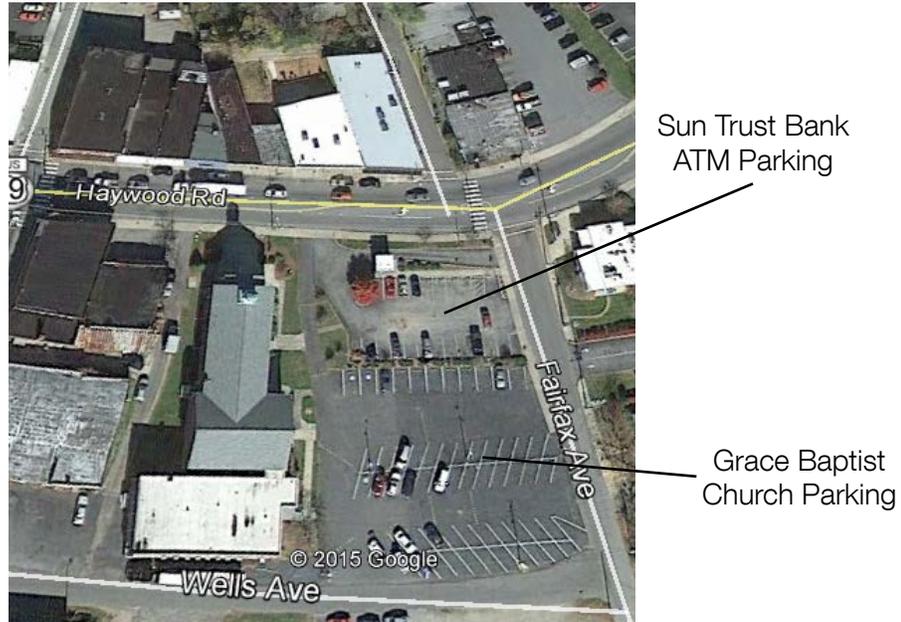
- Implement a fee for on-street parking on the north- and south-side of Haywood Road from Oakwood Road to Jarrett Street (58 spaces)
  - Parking enforced by PEO responsible for RP3 enforcement.
  - Fees should be convenient for the user, and mobile payment technologies (similar to what is used in Downtown Asheville) should be used.
- Review area for locations where additional parking spaces could be marked on Haywood Road
  - Between ISIS theatre and Dunwell Avenue where driveway was closed.
  - On north side of Haywood in front of West Village Market.
- Provide approximately 80 additional off-street parking spaces. (20 spaces of additional parking are estimated to be needed to satisfy the existing peak demand, and 61 spaces are needed to meet estimated 2021 parking demands.)
- Post shared parking signs at:
  - Wells Fargo (30 spaces). (Shared parking currently exists at this location and participation in a shared parking agreement will not provide additional parking supply.)

Shared parking  
at Wells Fargo





- Grace Baptist Church and Sun Trust ATM Parking lots (125 spaces)



- It is recommended that the City enter into a contractual arrangement with West Asheville Presbyterian Church to use the existing parking lot (44 spaces) located on the east side of Virginia as a public lot during days, evenings, and non-church hours on weekends.
- It is recommended that parking in this lot be free to the public. It is recommended that no time restrictions be posted for this lot, though overnight parking should not be permitted.



*(Note: The parking capacity of this lot could possibly be expanded by modifying the lot to use vacant property owned by the Church on the north side of the parcel.)*



- Install vehicular parking wayfinding signs to this proposed public parking lot located off of Virginia Street.

**Location 2 Recommendations**

- At this time, do not implement a fee for on-street parking on Haywood Road in this area. The recommendation not to implement a fee for parking is due to:
  - Limited number of on-street parking spaces on Haywood Road.
  - Lower demand for parking than in the other two subareas.

Parking occupancy rates on Haywood Road should be monitored and if the number of hours where demand is greater than 80% increases, the implementation of a parking fee in this location should be considered in the future. Provide approximately 30 additional off-street parking spaces. (These spaces are estimated to be needed to meet projected 2021 parking demands.)

- Post shared parking signs and vehicular parking wayfinding signs at:
  - Trinity United Methodist Church (25 spaces) parking lot behind Family Dollar



Shared parking at Trinity United Methodist Church

Family Dollar

- Install vehicular parking wayfinding signs to the proposed public parking lot on Virginia Avenue at the West Asheville Presbyterian Church. This lot is located approximately 900’ from the intersection of State Street and Haywood Road. While this is beyond the walking distance of most customers and visitors, it is an acceptable walking distance for employees who work in businesses operating in location 2.



### Location 3 Recommendations

- Implement a fee for on-street parking on the north and south side of Haywood Road from Hancock Street (I-240 interchange) to Swannanoa Avenue (56 spaces).
- Construct a new parking lot at the intersection of Hanover Street and Haywood Road within the I-240 ROW. (Approximately 15 new spaces.)
- It is recommended that parking in this lot be free to the public and that no time restrictions be posted for this lot. However, overnight parking should not be permitted.
- Install vehicular parking wayfinding signs to this parking lot.
- Provide approximately 115 additional off-street parking spaces. (25 spaces of additional parking are estimated to be needed to satisfy the existing peak demand and 90 spaces are needed to meet estimated 2021 parking demands.)
- Post shared parking signs at:
  - Builders First Source Hardware (38 spaces)



- Asheville Preschool (60 spaces)



Asheville Preschool  
Shared Parking

- Install vehicular parking wayfinding signs to these parking lots
- If shared parking is unavailable at either location, it is recommended that the City consider entering into an agreement with the owner of the property located at corner of Haywood Road – Swannanoa Avenue.



Potential shared parking at  
Haywood and Swannanoa



- This 0.53-acre parcel is valued at \$138,500, according to Buncombe County GIS. It is estimated approximately 45 parking spaces could be placed on this parcel. However, it is located approximately 1000' from the center of the location 3 subarea. This distance is too far to provide parking supply for visitors to area businesses, but could be used for employee parking or support development/redevelopment occurring near this portion of the study area.
- Evaluate making Michigan Avenue one-way NB from Haywood Road to Waynesville Road and installing time-limited on-street parking on the west side of Michigan in this block. (6 spaces)



### Review of Potential Shared Parking Locations

Discussions were held with representatives of some of the locations where there may be potential to share parking. In these discussions, the representatives were asked if they would be interested in having further discussions with the City about potentially sharing their parking. The discussions were preliminary and exploratory in nature and should not be considered as a commitment by the property owner or City.

#### Builders First Source

Builders First Source (BFS) operates from 6 AM – 6 PM Monday – Friday. It is recommended BFS be approached with an agreement that would allow public parking in their 38-space parking lot after 6 PM on weekdays and anytime during the weekends. This lot would provide additional parking supply in location 3.

According to representatives of BFS, they are willing to have such a discussion with the City but concerned about litter and vehicles parked on their property overnight. An agreement with BFS needs to include provisions on how these issues will be addressed. As an example, the City could agree to provide daily cleaning of the BFS lot.



### West Asheville Presbyterian Church

West Asheville Presbyterian Church (WAPC) has a 44-space parking lot located approximately 220' off of Virginia Avenue near the intersection of Haywood Road and Virginia Avenue. The WAPC reports the lot is only fully occupied during special events, such as funerals. It is recommended an agreement with WAPC be pursued that would provide the City with a long-term lease to operate and maintain this lot for public parking, which would provide additional parking supply for locations 1 & 2.

A long-term lease is suggested to provide a reliable public parking supply in the Haywood Road area. The lease terms should include language stating that if the Church needs the parking lot for special events, such as funerals, the City will close the lot to public parking for up to a certain number of days/year, reserving the lot for use by the Church on those days.

The WAPC is willing to hold such discussions. To initiate these discussions, a letter should be sent to the WAPC "Clerk of Session" requesting discussions about the parking lot.

It is recommended a condition assessment of the pavement in this parking lot be performed prior to any negotiations for a long-term lease. The lot was observed to have cracks in the pavement and resurfacing may be necessary in the near future.

If negotiations with the WAPC are successful, conceptual design efforts to improve the lighting, use the undeveloped portion of the parking lot, and possibly increase the number of parking spaces in the lot should be undertaken.

### SunTrust

SunTrust owns a parcel with a 20-space parking lot and an ATM located on the southwest corner of Haywood Road and Fairfax Avenue. According to interviews with area stakeholders, this lot is used routinely by customers of Haywood Road businesses on nights and weekends. However, no one is aware of any formal or written shared parking agreements between SunTrust and area businesses owners.

It is recommended SunTrust be contacted to seek an agreement allowing public parking in this lot on nights and weekends. This would provide additional parking supply in location 1.

It is recommended that the City install a sign at the lot's entrance notifying the public that parking is available during nights and weekends.

No discussions were held with SunTrust representatives in the Phase I study.



### Ingles Grocery Store

Ingles Grocery Store owns one of the largest parking lots (157 spaces) in the study area. During peak conditions, this lot was observed to have 63 spaces vacant.

According to the store manager and other stakeholders, people destined for other businesses on Haywood Road routinely park in the Ingles parking lot. There are no written shared parking agreements permitting this parking but the store does not tow vehicles from their lot. The Ingles manager reported that the only time they had parking issues was during major festivals that are held in West Asheville.

It is recommended that discussions be held with Ingles about designating the approximately 25 parking spaces located adjacent to Haywood Road furthest from the Ingles entrance as public parking spaces. These spaces could be painted in a different color with signage designating them as being available for public parking. This would increase the parking supply in locations 1 & 2.

The Ingles representative expressed comfort with the manner in which the existing, informal shared parking arrangement was working. He expressed doubt that Ingles management would approve a formal shared parking agreement with the City.

### Wells Fargo Bank

The Wells Fargo Bank branch located near the intersection of Haywood Road, Sand Hill Road, and Vermont Avenue contains 30 spaces. This lot was observed to be near capacity during the evening in both data collection periods.

Stakeholders interviewed stated that the Wells Fargo lot was frequently used by customers of Haywood Road businesses during non-banking hours. They were not aware of any formal shared parking agreements.

It is recommended that Wells Fargo be approached to seek an agreement allowing public parking in this lot on weeknights and weekends. This would provide additional parking supply in location 1.

It is recommended that the City install a sign at the lot entrance notifying the public that parking is available during nights and weekends

No discussions were held with representatives of Wells Fargo in the Phase I study.



Grace Baptist Church

Grace Baptist Church (GBC) is located in the 700 block of Haywood Road near the intersection of Fairfax Avenue and Haywood Road. The church has a 105-space parking lot and additional parking areas behind the church off of Wells Avenue. The Church hosts a weekly Farmer’s Market in their large parking lot during the summer months.

The church has informal agreements to share parking with ISIS, Mothlight, and others. Typically, some businesses make contributions to GBC in exchange for allowing their patrons to park in their lots on nights and weekends.

It is recommended that GBC be approached to seek an agreement allowing public parking in this lot on weeknights and weekends. The discussions should also include the potential improvement to the parcel located on the corner of Wells Avenue and Fairfax Avenue. This lot could provide additional parking although, due to its location, it would be better suited for employees of area businesses.

It is recommended the City install a sign at the lot entrance notifying the public that parking is available during nights and weekends

Trinity United Methodist Church

Trinity United Methodist Church (TUMC) has an overall flow parking lot with approximately 25 spaces located between Balm Grove Avenue and Dorchester Avenue, behind the Family Dollar store parking lot.

Some area businesses have informal shared parking agreements allowing their employees to park in this lot on weeknights and weekends.

It is recommended that TUMC be approached to seek an agreement allowing parking in this lot on weeknights and weekends. This would provide additional parking supply in location 2.



## Appendices

**Parking Inventory by Block**

LOCATION	TOTAL SPACES	ADA	NOTES
Swannanoa Cleaners	11	1	Cars park along curved drive
Asheville Pain and Wellness Center	5	1	Additional parking in back
Gudger's Flowers	7		Small gravel lot
El Paraiso/Asheville Kitchens and Baths	32	2	All spaces in lot marked reserved for customers
The Odditorium/Get Down	25		Unmarked spaces
Franklin's Outdoor Sports	20		
Balsam Ave	14		
Home Credit Corporation, Inc./Asheville Pregnancy	20	2	
West Asheville Baptist Church Lot	87	7	
Mitchell Avenue	14		
Jennythreads Studio/Asheville Now/JB Media Group	25		
Haywood Road On-street Parking	10		
Blue Ridge Avenue	14		
Barnette & Coates Insurance	4		
Asheville Village Groomers	6		
Haywood Road On-street Parking	3		
Dutch Coin Girl Laundry	20		
Vacant Lot	4		Large vacant lot next door
Cloyes Street	10		
Haywood Road On-street Parking	8		
The AMP Shop	3		
H & Company Taxes	5		
Oakwood Street	12		
Larry Coleman's Sign Shop	5		
NCI	5		
Hops & Vines/Eckankar	25		
Haywood Road On-street Parking	7		
Al's Marine and Commercial Upholstery	6		
Mildred Avenue	10		
Haywood Road On-street Parking	3	1	
West Village Market	55	2	All spaces in lot marked reserved for customers
Haywood Road On-street Parking	6		
Herron Avenue	10		
Haywood Road On-street Parking	4		
Biscuit Head/Isis Restaurant & Music Hall	38	2	
Dunwell Avenue	22		
Haywood Road On-street Parking	10		



LOCATION	TOTAL SPACES	ADA	NOTES
Bandidos	27	1	
Ingles Markets	157	8	
Location 1 Total North Side Parking	420		
Location 1 North Side On-Street Parking	92		
Location 1 North Side Off-street Parking	328		
Location 1 North Side Haywood Road On-street Parking	30		
Louisiana Ave	0		
Twice Round/Littlest Birds	10		
Haywood Road On-street Parking	5		
Pineapple Jack's	12	0	
Standard Pizza Company	10	1	All spaces in lot marked reserved for customers
Majestic Avenue	20		
Dorchester Avenue	6		
Family Dollar	53		2 for tenants
Shook's Tire & Quick Lube	4		4 open garages
Martin Ave	10		
Location 2 Total North Side Parking	130		
Location 2 Total On-street Parking	41		
Location 2 Off-street Parking	89		
Location 2 Total North Side Haywood On-street Parking	5		
Tastee Diner	11		10 spaces in back
Haywood Road On-street Parking	7		
Asheville Chiropractic & Wellness Center	7		Parking in back - 9
Haywood Professional Plaza	22		Parking in back and side
Baker Avenue	10		
Haywood Road On-street Parking	11		
Calvary Baptist Church	120		Front/side/back parking, 2 waste receptacles
Mexican Restaurant/Speedy Income Tax Service	45		
Haywood Road On-street Parking	4		
Burton Street	12		
Johnson's Service Center	16		
Asheville Pre-School	60		Includes parent parking, child drop-off
Argyle Lane	10		
Haywood Road On-street Parking	3		
Westwood Place	6		
Haywood Road On-street Parking	3		
Blue Ridge Biofuels	12		
Michigan Avenue	8		
Official Inspection Station	16		Cars all over

LOCATION	TOTAL SPACES	ADA	NOTES
Putnam's Body Shop	13		2 covered car ports, gated back lot
Howard Street	3		
Battle Cat Coffee Bar	6	1	Parking in front of each other overflow that Battle Cat customers are using
Haywood Road On-street Parking	22		
Cheadle's Art and Sign	2		Garbage bin, construction?
Steebo Design	1		1 garage
Asheville Law Group	3		Parking in rear, 11 not designated
I Buy Homes	6		Parking in rear, not designated
LeBleu Mountain Valley Water	5		8 side parking spaces
Wee Wiggles Child Care	7		For sale, out of business, vacant
Location 3 North Side Area Total Parking	146		
Location 3 North Side On-street Parking	52		
Location 3 Off-street Parking	94		
Location 3 Haywood Road North Side On-Street Parking	28		
Anam Cara/Hip Thrift	6		Garbage bin on two spaces
Brownwood Avenue	4		
Appalachian Insurance	6	1	
Guthrie's PC Service/WNC Business Review/Home Energy Partners	18		
C&C Chemical Company	15		
Ormund Avenue	16		
Abandoned Ingles/O'Reilly Auto Parts	97	5	
Belmont Avenue	12		No parking left side of street
Barber Shop/Asheville Real Estate	8		
ID.ology Interior Design	31		
Nona Mia/Pizzeria Ritrovo	8	1	
Altamont Brewing	7	1	
Covington Street	15		
Dr. Dave's Automotive	15		
Family Eye Care/Innovative Financial Planning	15	2	
General Insurance Services	20	1	
Waking Life Espresso	14		Large grassy area where people park
Clinton Avenue	15		
West Asheville Recreation Center	17	1	Accessible from Clinton Ave
Fire Dept./West Asheville Police Resource Center	6	1	
West Asheville Library	22	2	
Lynndale Avenue	0		4 spots marked with "No Parking" signs
West Asheville Baptist Church	222	11	

LOCATION	TOTAL SPACES	ADA	NOTES
Victory Blvd Tattoo	15		Grassy/gravel lot by parking area could also be used for parking
Hi-Alta Real Estate	8		
Lanvale Avenue	15		No parking right side of street
Fusion Studio/David Kula Law	7	1	
Allstate Insurance	4	1	
Christian Bookshop	8		No designated spaces. Lot continues behind building
River of Life International	70	6	
Casa dei Bambini	10	1	
Bon Paul & Sharky's Hostel	5		
Tom's Barber Shop/Digable Pizza	6		Two spaces marked "No Parking" but people park there anyway. Low visibility onto Haywood.
Haywood Road on-street parking	28	1	
Wells Fargo	30	2	
Vermont Avenue	26		
Shell Station	11	1	
The Salvation Army	52	2	
Guitar Trader/West Asheville Shoe Shop	22		
Brevard Road	3		
Luke Atkinson Furniture Co.	3		
Sun Trust/Grace Baptist Church	125	3	Construction zone
Fairfax Ave	10		
South Side Parking Area 1	331		
Area 1 South Side On-street Parking	67		
Area 1 South Side Haywood Road Parking	28		
Off-street Parking	264		
Total parking Area 1	751		
Total On-street Parking	159		
Total Off-street Parking	592		
West Asheville Presbyterian Church	44	3	Parking accessible from Virginia Ave
Virginia Avenue	30		
Car Wash	8		Unmarked parking
Daytona	9		
Nevada Avenue	15		
Lucky Otter Restaurant	17	1	



LOCATION	TOTAL SPACES	ADA	NOTES
Sunny Point Café	13	2	2 spaces reserved for IO Design and Illustration Staff
State Street	14		
Haywood Road On-street Parking	12		
Private Property	8		Towing signs, 3 spaces on dirt/cement/grass
Rainbow Mountain Children's School	21	1	1 space in front (on-street parking), 10 in front, 10 in back
Location 2 South Side Total Parking	117		
Location 2 South Side On-street Parking	41		
Location 2 South Side Haywood Road Parking	12		
Location 2 South Side Off-street Parking	76		
Location 2 Total Parking (both sides)	247		
Location 2 Total On-street Parking	82		
Location 2 Total Off-street Parking	165		
Organic Mechanic	8	1	
Blue Ridge Printing Company, Inc.	22	1	5 in front, 17 in back
Allen Street	23		
Nationwide Insurance	6		
Barber Shop/520 Nance	5		For rent, vacant
Orellana's Tire & Auto Repairs	7		12 additional spots behind Orellana's (no visibility)
Parkman Place	12		No street sign, only 1 car access, parking in back
Eldorado/Daggitts Pawn Shop	17		
Brookshire Place	8		6 back, 2 side
US 26/240 (Hanover Street)	14		Grassy space next to I-240 not really parking
Haywood Road On-street Parking	14		1 parking driveway
Western Union/Second Gear/Rhetorical Factory	45	3	New - redone recently
Image 420	8		Parking area in middle and no parking zone
Richmond Avenue	16		Back lot - 14 spaces
Haywood Road On-street Parking	6		
Michigan Avenue	13		
BJ's Food Mart	9		
Haywood Road On-street Parking	8		
Asheville Community Acupuncture	4		3 spaces on side of fence
Builders FirstSource	38		Parking area in bad condition, not orderly
Swannanoa Avenue	20		

LOCATION	TOTAL SPACES	ADA	NOTES
Western NC Community Health Services/ Speedy Auto Sales	11		Under construction, can't park for Speedy Auto Sales
Haywood Road On-street Parking	4		
Snapper	4		Garbage bin on two spaces
Wellington Street	6		Dirt in back, possible parking for 3 more cars
Bari Salon	10		Parking in back, dirt/gravel
Ridgelawn Road	9		Back rough spaces west side
Area 3 South Side Parking	195		
Area 3 South Side On-street Parking	77		
Area 3 South Side Haywood Road On-street Parking	28		
Off-street Parking	118		
Total Parking Demand (N&S)	341		
Total On-street Parking Supply (Both N&S)	129		
Total Off-street Parking	212		
Total On-street Occupancy Rate (both N&S)			
Beverly Road W	12		
Mason Muffler Service	5		Dirt, not designated
Elkin Street	7		Residential driveways, tight
Point Health/The Hands of Sean Perry Co.	16		9 spaces in back are for Point Health Connection
Comfortmaker	6		
Urban Orchard Cider Co. and Bar/CWA	11		
Allied Wheel and Alignment	8		Cars shoved in all kinds of ways
Brownwood Avenue	14		
Taxi Company	12		2 areas, one too rough for use, parking has no designations
Wamboldt Avenue	12		Residential side parking
	3,036		Total Parking Spaces
	169		Haywood Road On-street Spaces
	530		On-street Spaces



## February 6, 2015 Focus Group Meeting Summaries



**West Asheville Parking Study**  
**Focus Group Meeting Summaries**  
**February 6, 2015**

**Location 1 – Haywood Road from Oakwood Street to Jarrett St/Fairfax Avenue**

Time: 9:00 AM – 10:30 AM

Number of attendees: 9  
Number of Businesses represented: 8  
Number of break out groups: 2  
Written input provided: 3

Discussion Questions:

*1. Are the findings of the parking study consistent with your experiences?*

Group response:

- Generally yes. Several side streets exhibit greater parking demand than shown.
- Heaviest parking is in the middle of the day during the latter part of the week. Weekends not actually the worst times. Parking actually seems easiest at night.
- Event related parking (e.g. ISIS concerts) create on street and off street parking issues during events

*2. What other parking issues do you observe in this area?*

Group response:

- No municipal off street parking
- There are areas of underutilized parking that should be investigated for potential for satellite parking.
- Need metered parking.
- Many existing businesses do not have sufficient parking because they were not required to do so when opening. New businesses now have minimum parking requirement for occupancy and business license.
- No enforcement of parking limits (1 hour limit)
- Not enough clearly marked parking spaces
- Delivery trucks often block driveways and other access points or park in the dual left turn lane to unload.
- No parking policy for the area
- Insufficient bike corrals. Few bike corrals that exist are in in the wrong areas.
- Bike parking often impedes passage along the sidewalks
- Many recent businesses, especially restaurants, have opened with insufficient parking



- Many non-residents reluctant to walk several blocks to CBD.
- New Belgium brewery will substantially increase traffic along Haywood Road.
- Customers tell us parking is a problem. Some of them change their habits to come when they know parking is available.
- Parking regulatory signs are confusing.
- Parking signs on Jarrett Street are unclear.

*3. What locations in the area tow improperly parked vehicles?*

Group response:

- Few facilities like to tow, particularly restaurants
- Some apartments and private residences in the area will tow
- Wells Fargo and ISIS tow during designated periods
- Bledsoe building parking area will tow improperly parked vehicles.

*4. Where do formal shared parking agreements exist in this area?*

Group response:

- None exist to the knowledge of the group

*5. Where do informal shared parking agreements exist in this area?*

Group response:

- Two churches allow parking after hours without towing
- Wells Fargo allows parking in their lot after hours
- First Baptist church allows parking for Mothlight shows.
- Suntrust allows parking in their lot after 5 PM.

*6. At what locations in this area is additional bicycle parking needed?*

Group response:

- At street corners and mid-block within the ROW but need “bump outs” to place them against. Need larger bike racks to get better utilization of space.
- In front of the Bledsoe building



*7. What are your ideas on parking in this area?*

Group response:

- Metered parking needed on street. On-street parking further away from CBD should remain free.
- City should enter into agreements with property owners of underutilized parking areas to provide satellite facilities within 600 feet of CBD. Good signage to public parking essential. (Examples include Grace Church parking lot; River of Life parking lot.) If satellite facilities are utilized, they need to be well lit to provide safety at night.
- Need controlled cross-walks where vehicles need to yield to pedestrians. Both at corners and mid-block.
- Certain side streets should be one way to limit turning movements and allow vehicles to pass and park more efficiently.
- Parking garage at west end of Haywood (old Ingles parking lot) should be considered along with a trolley system to move people along corridor.
- More effective and efficient bicycle corrals needed along street
- Speed limit should be reduced to encourage more bicyclists and pedestrians.
- Remove some parking spaces and provide an on-street bicycle corral for parking.
- Enforcement of existing parking regulations.
- Regulations governing towing practices, similar to those for Downtown, are needed in this area.
- There needs to be a plan to accommodate residential parking in the areas around the Haywood Road corridor.



**Location 2 – Haywood Road from Louisiana Avenue to Martin Avenue**

Time: 11:00 AM – 12:30 PM

Number of attendees: 4  
Number of businesses represented: 3  
Number of breakout groups: 1  
Written input provided: 1

Discussion Questions:

*1. What parking issues do you observe in this area?*

Group response:

- Need more public parking.
- Illegal parking is occurring on State Street.
- Parking regulations need to be enforced.
- The Rainbow Mountain Children’s School has purchased the Church of God property located at 60 State Street and they are making modifications to better meet the School’s needs. This is going to result in a reduction in the number of parking spaces at 60 State Street. When the school has special events, they need additional parking to accommodate their guests.
- The school will be removing the off street perpendicular parking located at approximately 585 Haywood Road. This will allow the City to stripe a couple of more on-street parking spaces on Haywood Road.
- There is an alley (Leita Lane) located between the Sunny Point Café and the Lucky Otter Restaurant. Due to the building and fence, sight distance when exiting the alley is difficult.

*2. What locations in the area tow improperly parked vehicles?*

Group response:

- Family Dollar occasionally tows vehicles from their lot. They are inconsistent in their towing practices.
- Vehicles have been towed from the closed gas station located at the corner of Nevada Avenue and Haywood Road.

*3. Where do formal shared parking agreements exist in this area?*

Group response:

- None exist to the knowledge of the group



*4. Where do informal shared parking agreements exist in this area?*

Group response:

- Sunny Point Café employees park in the Trinity United Methodist Church overflow lot located behind the Family Dollar store.
- Residents of Martin Avenue park in the small Trinity United Methodist Church lot located on Martin Street.

*5. At what locations in this area is additional bicycle parking needed?*

Group response:

- In front of Sunny Point Café.
- In front of the Oyster House.

*6. What are your ideas on parking in this area?*

Group response:

- Can lot on the southeast corner of Nevada and Haywood (closed gas station) be repurposed for a parking lot?
- City should work with underutilized parking areas (Ingles, Blue Ridge Printing, etc.) and provide employee parking in those areas.
- City should negotiate with the Family Dollar store to remove the six parking spaces located in front of the store. Family Dollar has adequate parking in their lot and these spaces require visitors to back into Haywood Street. This is not a safe maneuver.
- Keep on-street parking free.
- Enhanced transit in the Haywood Road corridor. Perhaps a trolley along Haywood from the River Arts District to Patton Avenue.



**Location 3 – Haywood Road from I - 240 interchange to Swannanoa Avenue**

Time: 2:00 PM – 3:30 PM

Number of attendees: 4

Number of businesses represented: 3

Written input provided: 2

Discussion Questions:

*1. What parking issues do you observe in this area?*

Group response:

- Not enough public parking.
- Trucks serving Builders Source Hardware use the two-way left turn lane on Haywood to load and unload.
- There is a need for safe, off-street parking in this area.
- Michigan Street is not wide enough for parking on both sides and for two-way traffic flow. Yet, on-street parking is permitted on both sides.
- Richmond Street on-street spaces are always occupied.

*2. What locations in the area tow improperly parked vehicles?*

Group response:

- Builders Source Hardware. They used to allow after hours parking, but it was abused so they stopped allowing it.

*3. Where do formal shared parking agreements exist in this area?*

Group response:

- None that anyone is aware of.

*4. Where do informal shared parking agreements exist in this area?*

Group response:

- None that anyone is aware of.

*5. At what locations in this area is additional bicycle parking needed?*

Group response:

- Bicycle storage facility could be installed in the landscaped islands near the intersection of Westwood and Haywood.



6. *What are your ideas on parking in this area?*

Group response:

- Provide more public parking.
- Is Builders Source a potential partner for employee and after hours parking?
- Purchase property and provide off-street parking. (auto storage facility between Richmond and Michigan)
- One-way traffic on Michigan Avenue between Haywood and Westwood to provide more on-street parking.
- Who owns the vacant lot near the intersection of Swannanoa Avenue and Haywood? Could that be used for off-street parking?
- On-street parking should be free.
- Paint designated parking spaces on Michigan and Westbrook
- Could the unpaved lot at 4 Richmond Avenue (that is parking for the 428 Haywood Road Building) be improved (lighting) and used for public parking?



## **West Asheville Parking Public Meeting Minutes**

**March 17th, 2015, 5:30 – 7:00 PM**

**West Asheville Branch Public Library**

Attendees affirmed that the findings that Fred presented are consistent with their observations.

Attendees discussed various informal parking arrangements that they are aware of along Haywood Road. Sometimes there are liability issues; the Salvation Army seems to be afraid that someone will back into their HVAC unit. The Salvation Army is looking into implementing paid parking on evenings only, and not on Saturdays. The West Market lot is also considering charging for parking (possibly using a gated system). SunTrust will tow during the day.

Ken Putnam pointed out that one benefit of Passport Parking (which is used in downtown Asheville) is that there are no upfront costs, and the mobile payments can be linked to the user's license plate number.

Ken also pointed out that it is more productive to talk about parking with banks' local chain managers than with corporate headquarters.

Attendees affirmed that people say, "I don't want to come to West Asheville. You can never find parking there."

Attendees asked if there are more places along Haywood where we can convert 4-lane cross-sections to 2-lane with parking. Ken said that the number of on-street spaces is fairly stable. We might gain a few spaces, but a study might lead to losing some too. There are places where parked cars block important visibility. Ken also pointed out that it was a huge milestone when the DOT and the City cooperated to put those on-street spaces in. Ken asked whether we could get by with a 2-lane cross-section for the entire corridor without turn lanes. Would that design provide sufficient capacity? It was mentioned that Brevard and State Streets might be problematic.

The Kimley-Horn study will produce a report with alternatives. Ken said that the City will then need to study and develop those alternatives further. Where would we build a parking deck? Would we add a trolley service for the corridor? An attendee asked if that would mean users would pay to park and pay to ride. Ken said that people have contacted the City proposing private trolley services, but it would be extremely hard to make a profit doing that.

Attendees asked how long they would have to wait for a parking solution in West Asheville.

It was noted that the three bars making an informal arrangement with Builders First Source for night parking would be a much faster solution than City involvement. City negotiations would have to be public, not for a few private businesses.

Ken said that the public parking "P" symbol provides comfort to visitors in the area.

Austin said that the solution is the "P" symbol. Meters won't help after 6 pm, when a lot of the problem is. How do we start the process on getting the symbols displayed?



Ken explained that once the Kimley-Horn study is complete, the parking problem joins a whole slew of City issues to address in a five-year cycle.

Austin said that the City should look at Haywood Road with the recognition that it deserves because it has more development potential than anywhere else in Asheville.

Fred advised Austin to write a letter to the clerk in session to start the process for striking “deals” with private properties like Grace Baptist and Ingles.

Ingles and West Presbyterian Church are good first steps for public parking arrangements.

Fred said that he could not in good faith recommend the City buy the old car wash and convert it to a public lot because it’s not a good investment.

Ken mentioned that the City leases part of the AT&T lot downtown. (The City leases from AT&T and charges customers, like Indigo monthly customers.)

Ingles would continue to clean and maintain their lot.

Someone asked about the Methodist church behind the Family Dollar. Apparently it is not convenient. The Family Dollar manager and the property owner Marshall are difficult to contact.

Ken pointed out that we originally chose October for the parking study because it is Asheville’s busiest time.

Lots to pursue further:

- Ingles
- West Asheville Presbyterian Church
- Builders Square
- (Salvation Army was mentioned – we can try it but they seem to want to make independent arrangements)
- (Grace Baptist but they have a lot of informal arrangements going on. Ken pointed out that churches probably want to know what getting in on the parking venture would do to their tax status.)

Goals for people who are parking:

- Walking distances
- Safety on the walk
- Assurance that user won’t be towed

It was mentioned that in the CBD private property owners can tow with or without signage.

The dirt lot behind Grace Baptist would be ideal for employee parking. How big of an impact does employee parking have? Attendees agreed that it seems to be a lot.



Bike Parking:

- One attendee in particular wanted bike parking expanded. People generally don't like the bike parking facilities that the City just put in. Could we convert the inconvenient street parking spaces to bike corrals?
- Some of the bike parking is consistently full, while elsewhere it is rarely used. The half-parking spot between the parking and the alley by Odd's would be perfect for some new bike parking.

Ken said that the Kimley-Horn document will give us guiding principles, but we don't want recommendations to be so finite that there's no wiggle room. Ken also said that the positive side to metered parking is that it gets the enforcement in this area.

Fred said that downtown metered parking returns about \$1000 per space per year and our return in West Asheville would not be as good. With enforcement and operations costs, we would break even at best.

In Location 3, could the preschool be used for nighttime parking? There is also the lot on Hanover near the interstate. Could that be paved and used? Maybe one-way in and out with 6 spaces or so? One business owner said he would lease it for employee parking. The downside to the Hanover lot is that the City would have to follow all of the landscaping requirements, forfeiting a lot of the available space.

From Biscuithead to Herron Avenue, we would lose spaces if metered because people are parking more tightly now in the unmarked spaces.

There was an overall preference among attendees for the informal, relaxed parking atmosphere rather than meters. There was also a preference for one-hour enforcement (until 6 pm) over meters.

Fred said his conclusion is that there needs to be more parking. Enforcement will shift it around but ultimately it won't solve the problem. Negotiations for free solutions need to happen and get underway before the dominoes start to fall of businesses starting to independently charge for parking.

Ingles and Grace Baptist are okay with the current informal arrangements. The City has other locations throughout Asheville where new parking garages could be installed.

Austin asked why a parking garage would be off the table for West Asheville if there is such an economic benefit from greater people traffic. Everyone agreed that a parking garage is more feasible as part of a development than as a City project.

Do we gain anything if the 300-foot buffer on the side streets is lined for designated parking?

- No, most streets are not wide enough to support parking on both sides. We probably wouldn't gain supply, and we may create unnecessary battles by deciding which side gets parking. Some residents have said line and permit it, and give us the permits.



## Stakeholder Interviews



---

## MEMORANDUM

To: Haywood Rd. Parking Study, Asheville, NC

From: Fred Burchett  
Kimley-Horn and Associates, Inc.

Date: 3/17/15

Subject: Meeting with Laurie Corral, Asheville Book Works, 428 Haywood, 3:00 p.m.

---

Laurie stated she owns the building at 428 Haywood Road and has three tenants (in addition to herself) in the building. The parking lot near 4 Richmond Avenue (behind the building on the east side of her) is owned by her and parking for the 428 Haywood Building is in that lot. She estimates there are approximately 20 parking spaces in the lot. (The lot is unimproved.)

She noted there used to be informal shared parking arrangements in this area of Haywood Road. However, now people are more obsessive about parking.

She noted that Steve Mann at Double Crown had asked her if she would give him written permission for his customers to park on her property. Based on the way the document was structured she could not do that because it required her to commit to provide parking in perpetuity.

Laurie noted that the Form Based code (recently adopted) requires the former bank building located on the corner of Pennsylvania & Haywood to have parking and there is no parking associated with the building. The owner has been unable to find parking required by the code and is having trouble selling the building.

She noted that her parking lot is well utilized. She holds classes every other weekend. Between those classes and the demand from her tenants, she does not believe there is available parking in her lot to share with others.

Laurie suggested the idea of installing parking on either end of Haywood Road and running trolleys up and down and Haywood.

She noted that the lot on the west side of her building is not her lot. On most mornings and evenings that lot is completely full with patrons of the gym.

She stated it was her understanding that vehicles parked in the Bledsoe Building lot (near West End Bakery) would be towed.



---

## MEMORANDUM

To: Haywood Rd. Parking Study, Asheville, NC  
From: Fred Burchett  
Kimley-Horn and Associates, Inc.  
Date: 3/17/15  
Subject: Meeting with Lt. Hawkins, Asheville Police Dept., 4:00 p.m.

---

Lt. Hawkins stated the police do not typically do parking enforcement. If there is a complaint regarding a habitual offender they will investigate and issue tickets as appropriate.

She stated the Police recently did issue parking tickets for illegal parking on State Street.

She noted the Police Department receives more complaints about parking on residential streets than on Haywood Road. She identified the following locations as where they receive complaints:

Vermont Avenue – parking and trash

Michigan Avenue - (the short part between Haywood Road and Waynesville Avenue)

Waynesville Avenue

State Street

Lt. Hawkins suggested making the short portion of Michigan between Haywood Road and Waynesville Avenue one-way.

Lt. Hawkins suggested the closed gas station near 644 Haywood Road (across from Ingles) as a site for a potential parking facility.

She stated the Police Department has an active crash reduction effort on Haywood Road from Oakwood to I - 26.

Lt. Hawkins suggested staging a parking enforcement officer to enforce parking in West Asheville out of her office.



---

## MEMORANDUM

To: Haywood Rd. Parking Study, Asheville, NC  
From: Fred Burchett  
Kimley-Horn and Associates, Inc.  
Date: 3/17/15  
Subject: Meeting with Steve Mann, Double Crown, 375 Haywood Rd., 10 a.m.

---

Steve stated he would like to work out something with Builders Source to enable his patrons to park during nights and weekends.

The hours of the Double Crown are from 5 PM – 2 AM, 7 days a week.

The official capacity (Fired Department rating) is 80 people. They typically have – 150-200 people/night.

Steve estimates that approximately ½ walk of the Double Crown patrons walk. Must be regular customers who live in the neighborhood.

He stated the Double Crown has the best bourbon selection in Western NC.

Steve indicated he believes himself, The Admiral and West Asheville Lounge and Kitchen (Walk) and would be willing to work together and pay Builders Source for the privilege to use their parking lot nights and weekends. (I told Steve that if the businesses could work together, they could probably arrange something quicker than the City could facilitate a shared parking agreement.)

He noted that Builders Source typically just tows vehicles that are parked in their parking lot overnight.

Steve stated his business only has 1-2 employees and most of the time they walk to work. He only has five parking spaces (including one ADA space. (Note: during my visit, all of the parking spaces were occupied. All the spaces were occupied by Battle Cat coffee shop located next door.

Steve stated a significant portion of his customers walk from the neighborhood. Those that do drive, typically park on the street.



---

## MEMORANDUM

To: Haywood Rd. Parking Study, Asheville, NC  
From: Fred Burchett  
Kimley-Horn and Associates, Inc.  
Date: 3/17/15  
Subject: Mtg. w/ Rick Ramsey, Grace Baptist Church, 718 Haywood, 11:00 a.m.

---

SunTrust Bank owns the parking area on the Southwest corner of Fairfax & Haywood, near the church.

The church usually has adequate parking for their needs.

The church has informal arrangements with local businesses to use the church parking lot on nights and weekends. Business with who the Church have information arrangements identified by Mr. Ramsey were as follows:

Yoga studio

ISIS

Mothlight

They have had no problems with sharing parking with the community. None of the agreements are formal.

The church wanted to pave their gravel lot located near the intersection of Wells & Fairfax approximately 8-10 years ago. In order to comply with City development regulations (setbacks and sidewalk construction), they were going to have to spend approximate \$30,000 and would lose parking capacity. They elected not to proceed with the paving.

Rick stated there is a community Farmers Market held every Tuesday 2-7 pm from April – November in the Church parking lot. There is a big parking demand associated with the market.

Rick asked who owns the driveway/alley on the west side of the church. I stated that according to GIS mapping, it is not public right-of-way so it must be owned by either the church or the adjacent



---

## MEMORANDUM

To: Haywood Rd. Parking Study, Asheville, NC  
From: Fred Burchett  
Kimley-Horn and Associates, Inc.  
Date: 3/17/15  
Subject: Mtg. with Lillianna Woody, ISIS Restaurant, 743 Haywood, 2:00 p.m.

---

The capacity of the ISIS Theater is 490 people. She noted they have sold 420 tickets to the show scheduled for Saturday March 21<sup>st</sup>.

Lillianna stated more parking is needed near ISIS.

Lillianna stated they give money to Grace Baptist church to allow their patrons to parking in their parking lot.

She stated she tells patrons not to park in the lot across from ISIS (738 Haywood Road – parking area for Guitar Trader) as the owners will tow from that lot.

She stated she tries to direct people not to park on to Dunwell Street. She does not want her patrons parking in the residential area.

Lillianna stated it is her understanding a “National company” is going to install pay stations in the parking lot next to the Bledsoe building and manage the parking in that lot. If that occurs, she may have to start charging for parking in her parking lot.

She stated that she has observed people parking in her lot and going to other businesses on Haywood Road. She does not tow those vehicles.

Lillianna stated she doesn’t know how she feels about fee based parking. If a fee were charged, she would like to see the proceeds go into improving the landscaping on Haywood Road.

She believes the area needs a parking deck.

Lillianna believes the pedestrian crossing of Haywood Avenue at Fairfax needs to be improved to enhance safety. She suggested a speed table to slow down vehicles.



---

## MEMORANDUM

To: Haywood Rd. Parking Study, Asheville, NC  
From: Fred Burchett  
Kimley-Horn and Associates, Inc.  
Date: 3/25/15  
Subject: Telephone conversation with Marshall Green, Property Owner

---

Mr. Green owns the property at 613 Haywood Road where the Family Dollar and two story office/retail center is located.

Mr. Green leases the space to Family Dollar and the tenants of the building.

He stated the tenants tell him they have adequate parking for their needs. However, they have occasion problems with customers of Sunny Point Cafe parking in their parking lot.

At the request of the tenants, Mr. Green has installed “No Parking” signs in the lot. Mr. Green stated he does not tow vehicles. If the tenants want a vehicle towed, he leaves that action up to them.

He stated there is no excess parking in this parking lot for use by the public.

When asked if the parking spaces in front of Family Dollar that have to back directly out into Haywood had presented any operational issues, he replied “No, those spaces have been like that for 40 years and we have never heard of any problems.”

Mr. Green stated he believes many parts of Asheville have out grown the associated infrastructure. He noted this morning he had driven to downtown Asheville and when he went to park, the parking garage was full. He parked in an on-street space, but only had 30 cents in change. He put all his change in the meter and when he returned, he had a parking ticket.

When asked about a fee for on-street parking in West Asheville, Mr. Green replied he thought the people in the area would push back against that.

## MEMORANDUM

To: Haywood Rd. Parking Study, Asheville, NC  
From: Fred Burchett  
Kimley-Horn and Associates, Inc.  
Date: 3/17/15  
Subject: Meeting with Amanda Hency, Mothlight, 701 Haywood, 1:00 p.m.

---

The Mothlight is open from 5 PM – 2 AM, seven days a week.

Most of their business is after 9 PM.

The Mothlight typically provides live entertainment.

The majority of customers to Mothlight drive and park either in the SunTrust lot, Grace Baptist Church lot or on the street. However, she acknowledged some of their patrons park at Ingles.

It is estimated that 15-20% of customers walk or bicycle to the Mothlight.

According to Amanda, parking is not a regular problem for the Mothlight due to the times of their peak attendance.

They do not have formal agreements with either SunTrust or Grace Baptist for shared parking.

The signing for parking restrictions on Jarrett St used to be confusing and she received a parking ticket. The signing has been changed.

The after-hours shared parking at the Wells Fargo bank does not serve the Mothlight. People parking at Wells Fargo are typically destined for Universal Joint Pub

Only time there is a parking issue if both ISIS and Mothlight, have sold out shows

Other big times for parking demand are Halloween, West Fest (scheduled for June 8) and New Year's Eve. Amanda estimates that approximately 50% of her patrons either walk or bicycle on Halloween and New Year's Eve.

Amanda noted that there is vacant retail space available for rent in the same block as the Mothlight. When that space is occupied, that will increase the demand for parking in the area.

She stated that she believes a fee for parking is inevitable



## MEMORANDUM

To: Haywood Rd. Parking Study, Asheville, NC  
From: Fred Burchett  
Kimley-Horn and Associates, Inc.  
Date: 3/17/15  
Subject: Meeting with WC Hare and James, Builders Square

---

Builder's Square is open from 6 am – 6 pm, Monday – Friday. They use their for parking for customers employees

They have posted “No parking” signs. However, they overlook night time parking.

They have not started towing yet.

Before they posted the signs, they had issues on Monday mornings. Trash, glass, needles, etc. They will tow cars left over night.

He expressed frustration at dealing with the City on a variety of issues. He mentioned graffiti being a problem on his property.

On street parking on Haywood Road poses a sight distance problem for vehicles exiting their east driveway.

The perpendicular parking spaces adjacent to their building, which require vehicles to back into Haywood Road, are well used. Mr. Hare parks in one of those spaces daily and has no problems exiting.

Mr. Hare recommended improving the pavement markings on Haywood Road.

Builder's Square occasionally uses the two-way continuous left turn lane on Haywood Road in front of their store to stage large vehicle entering their site. Not loading or unloading occurs on Haywood Road.

There are not active plans to redevelop the site.

They observe a lot of patrons of the coffee shop park in their lot and walk across the street to the coffee shop.

## MEMORANDUM

To: Haywood Rd. Parking Study, Asheville, NC  
From: Fred Burchett  
Kimley-Horn and Associates, Inc.  
Date: 3/17/15  
Subject: Meeting with George Stone, Ingles, 8:30 a.m.

---

Ingles's employees park in designated white spaces in the parking lot.

They are aware that a lot of the neighborhood businesses use their parking lot – particularly at nights.

During West Fest – Ingles did not allow parking. They hired a private security guard to manage parking during that event.

Mr. Stone suggest building a parking garage on the car wash site located across the street from Ingles at the intersection of Haywood and Virginia.

Ingles's does not tow. Mr. Stone cited the following example. "What if someone parks here and goes to the Laundromat They could start a load of clothes and then walk over here for detergent. So they could be a customer." Mr. Stone insinuated they did not want to alienate potential customers.

He acknowledged their lot is used a lot by others. There are informal shared parking agreements with nearby businesses, but no formal agreements.

Parking is ok in the Ingles lot, "until something crazy" happens. (Crazy was defined as special events). Typically there are special events 3-4 times/year.

Wells Fargo is an example of a business that allows a lot of afterhours parking.

Mr. Stone stated the location of stop bar for southbound traffic on Louisiana is such that it results in stopped vehicles queuing past the Ingles driveway on Louisiana. When that occurs, some motorists drive around the back of the building through the loading area to avoid the traffic signal at the Louisiana-Haywood intersection. He finds that to be an unsafe situation.

Note: I observed large vehicles attempting to make the west bound right turn interfering with SB vehicles on Louisiana. (TFB? Could a through truck prohibition be placed on Louisiana?)



---

## **MEMORANDUM**

To: Haywood Rd. Parking Study, Asheville, NC  
From: Fred Burchett  
Kimley-Horn and Associates, Inc.  
Date: 3/17/15  
Subject: Meeting with Greg Garrison, The Hop West/ Ice Creamery

---

Customers to the Hop either park on-street, at Ingles or at Grace Baptist Church parking lot.

In summer months, most of their customers arrive on foot.

Their employees park in the Ingles parking lot.

Greg noted that the loading zone on Haywood Road near his shop is typically occupied. When his staff brings ice cream to the store, they typically have to double park to unload the ice cream. It is their only option and on hot days they have to move quickly to prevent the ice cream from melting.

There is parking in the rear of the building, but it is reserved for other tenants.

Greg estimated that if fee based parking on Haywood was proposed – 99% of people would oppose it. He stated he believes most people like the unregulated free parking.

Greg stated signage was needed to direct people to the location of available parking.



## **MEMORANDUM**

To: Haywood Rd. Parking Study, Asheville, NC  
From: Fred Burchett  
Kimley-Horn and Associates, Inc.  
Date: 3/17/15  
Subject: Meeting with Kent Smith, West Asheville Presbyterian Church, 9:15 a.m.

---

Mr. Smith is the Interim Pastor of the West Asheville Presbyterian Church.

Mr. Smith stated there is a lot of on-street parking on Virginia Avenue. There are no marked spaces on the street.

He noted that the parking lot behind church is often full.

The church operates a pre-school/nursery school

The church also provides a variety of services to the community and there are a number of activities at the church during the week.

The parking lot beside the church (on the other side of Virginia Avenue is used some – primarily on Sundays).

The Church would not have a problem letting the public use the side lot off of Virginia Avenue.

The City would need to negotiate with the Session to use side lot. (“Session” is the name for the church leadership in the Presbyterian Church.) I specifically asked about using the lot for employees of area businesses.

The side lot is not full on Sunday morning.

The church has adequate parking for their uses. For some events, they use the parking lot of the SunTrust bank which is located next door.

“Old timers” use Ingles lot for parking.

Visitors look to park on street

During ISIS events and festivals the church lot gets filled

The church is reaching out to community and more people are using the facility

Southtrust Bank allows church users to park in their parking lot outside of banking hours

There is a lot of informal sharing of parking in the neighborhood



Mr. Smith mentioned there had been some discussion about changing the zoning of the parking lot from “business” to “residential”

He stated that when there are festivals in the area, the Church is joining in. He mentioned an upcoming festival the church band would be playing in front of the church.

Mr. Smith stated the traffic patterns are “wild”

He specifically cited the Virginia Avenue and the driveway to Ingles parking lot don’t line up. The offset creates traffic operational problems.

Traffic backed up on Virginia Avenue

Can’t turn left at noon exiting Virginia

Speed not a problem on Haywood – there is too much traffic for speed to be an issue.

Back-ups from traffic signals

The stopped queue southbound on Louisiana Street doesn’t clear in one phase

He noted the wide driveway into the small shopping center on the west side of Ingles and how that driveway width created operational problems. (Note: the driveway appears to be 70’ in width.)

Mr. Smith suggested the City send letter to “Clerk of Session” to request at the West Asheville Presbyterian Church to start discussions/negotiations about using the side lot on Virginia Avenue for public parking

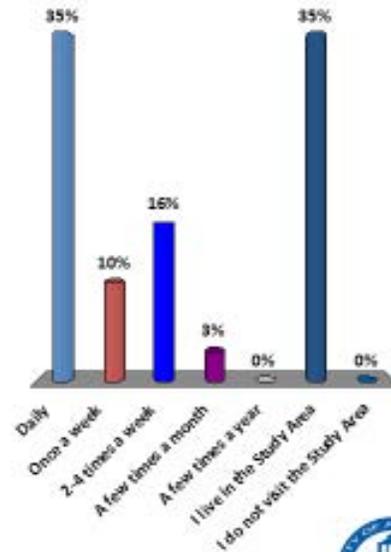


**Public Meeting Live Polling Results  
October 22, 2015**



Which of the following most accurately describes how you would complete the following sentence: "I visit the Haywood Road Corridor Area in West Asheville..."

- A. Daily
- B. Once a week
- C. 2-4 times a week
- D. A few times a month
- E. A few times a year
- F. I live in the Study Area
- G. I do not visit the Study Area

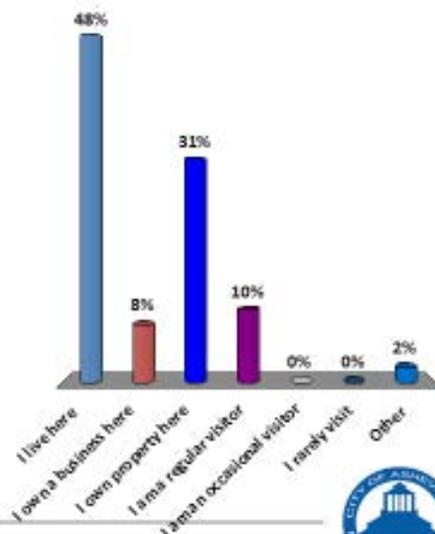


Kimley»Horn



How would you describe yourself? (Please select all that apply.)

- A. I live here
- B. I own a business here
- C. I own property here
- D. I am a regular visitor
- E. I am an occasional visitor
- F. I rarely visit
- G. Other



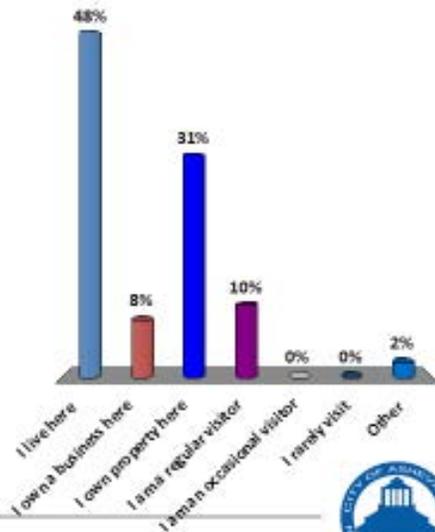
Kimley»Horn





How would you describe yourself? (Please select all that apply.)

- A. I live here
- B. I own a business here
- C. I own property here
- D. I am a regular visitor
- E. I am an occasional visitor
- F. I rarely visit
- G. Other

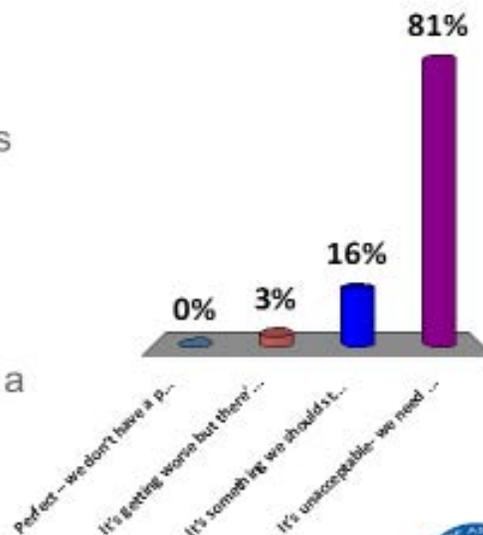


Kimley»Horn



How would you characterize parking in the Haywood Road Corridor Area?

- A. Perfect – we don't have a problem
- B. It's getting worse but there's no need to make changes yet
- C. It's something we should study further
- D. It's unacceptable- we need a change



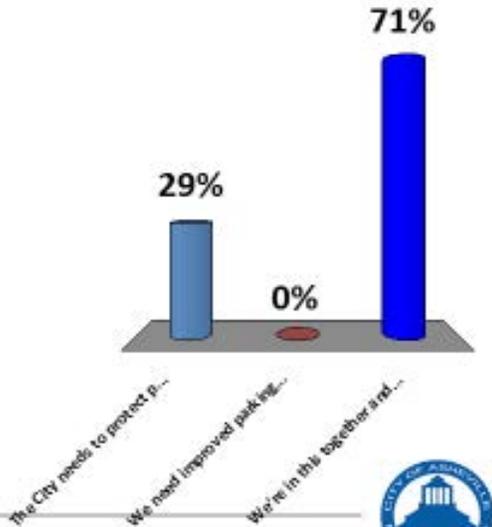
Kimley»Horn





Which of the following statements would you suggest is most important?

- A. The City needs to protect parking for local residents
- B. We need improved parking accommodations for local businesses
- C. We're in this together and need a balanced solution

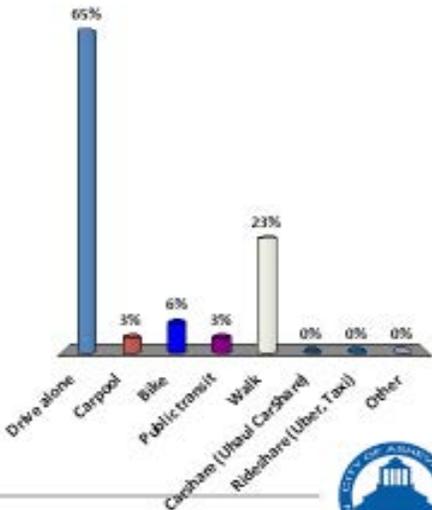


Kimley»Horn



When visiting destinations in the Haywood Road Corridor Area, I typically (use)...

- A. Drive alone
- B. Carpool
- C. Bike
- D. Public transit
- E. Walk
- F. Carshare (Uhaul CarShare)
- G. Rideshare (Uber, Taxi)
- H. Other



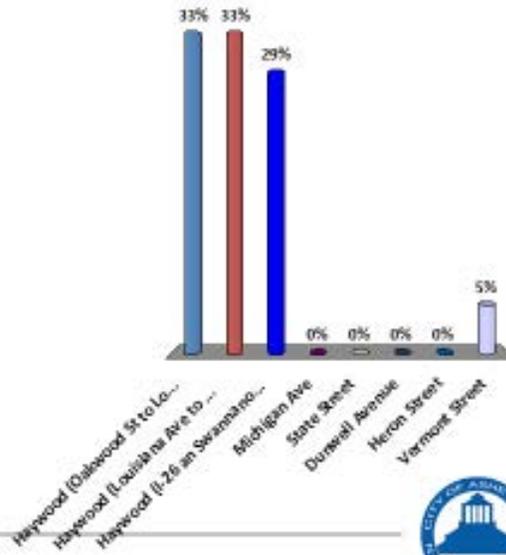
Kimley»Horn





Where do you typically have the greatest parking success (finding a space) during the weekday?

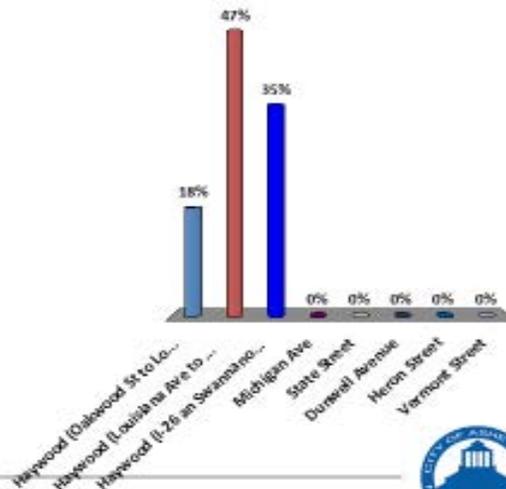
- A. Haywood (Oakwood St to Louisiana Ave)
- B. Haywood (Louisiana Ave to Martin St)
- C. Haywood (I-26 an Swannanoa Ave)
- D. Michigan Ave
- E. State Street
- F. Dunwell Avenue
- G. Heron Street
- H. Vermont Street



Kimley»Horn

Where do you typically have the greatest parking success (finding a space) on the weekend?

- A. Haywood (Oakwood St to Louisiana Ave)
- B. Haywood (Louisiana Ave to Martin St)
- C. Haywood (I-26 an Swannanoa Ave)
- D. Michigan Ave
- E. State Street
- F. Dunwell Avenue
- G. Heron Street
- H. Vermont Street

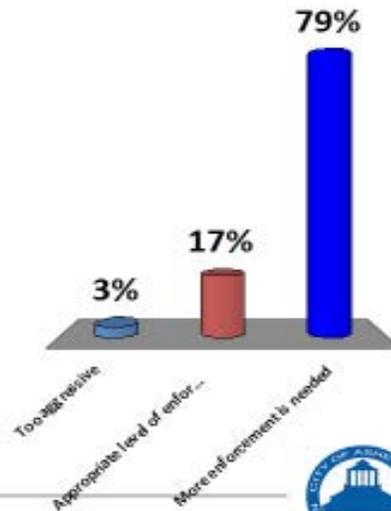


Kimley»Horn



How would you characterize current parking enforcement activities in the study area?

- A. Too aggressive
- B. Appropriate level of enforcement
- C. More enforcement is needed

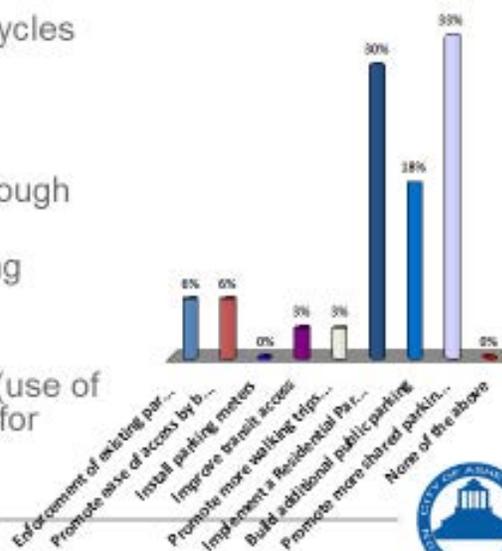


Kimley»Horn



When considering methods to improve parking in the area, which of the following do you think are worth exploring?

- A. Enforcement of existing parking restrictions (i.e., time limits)
- B. Promote ease of access by bicycles and offer more bike parking)
- C. Install parking meters
- D. Improve transit access
- E. Promote more walking trips through enhanced sidewalks
- F. Implement a Residential Parking Permit Program
- G. Build additional public parking
- H. Promote more shared parking (use of existing private parking supply for public use)
- I. None of the above



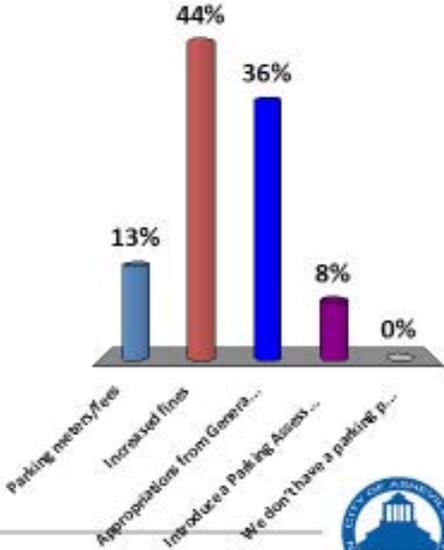
Kimley»Horn





How do you think the City of Asheville should pay for parking management in the Study Area?  
(Please select all that apply.)

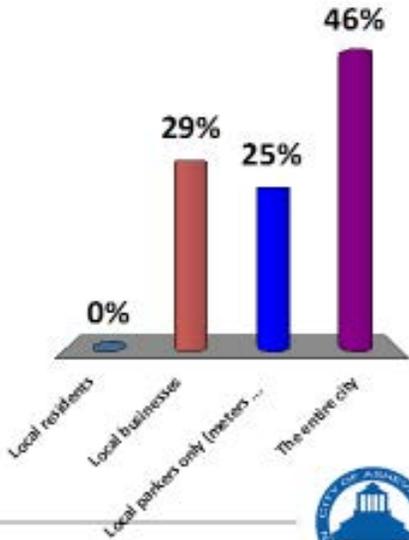
- A. Parking meters/fees
- B. Increased fines
- C. Appropriations from General Fund
- D. Introduce a Parking Assessment District (tax/fee to local residents and businesses)
- E. We don't have a parking problem



Kimley»Horn

Who should be responsible for supporting the revenue required to implement an enhanced parking strategy for the area?

- A. Local residents
- B. Local businesses
- C. Local parkers only (meters and fees)
- D. The entire city



Kimley»Horn

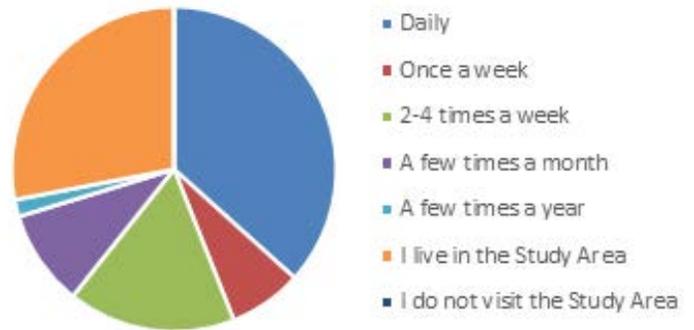


## Online Questionnaire



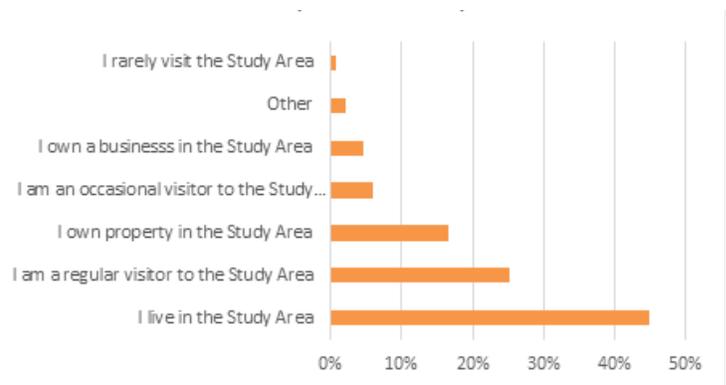
**I visit the Haywood Road Corridor in West Asheville...**

Daily	195
Once a week	39
2-4 times a week	89
A few times a month	51
A few times a year	9
I live in the Study Area	149
I do not visit the Study Area	0
	532



**How would you describe yourself?**

I live in the Study Area	375
I am a regular visitor to the Study Area	210
I own property in the Study Area	139
I am an occasional visitor to the Study Area	49
I own a business in the Study Area	39
Other	18
I rarely visit the Study Area	7
	837

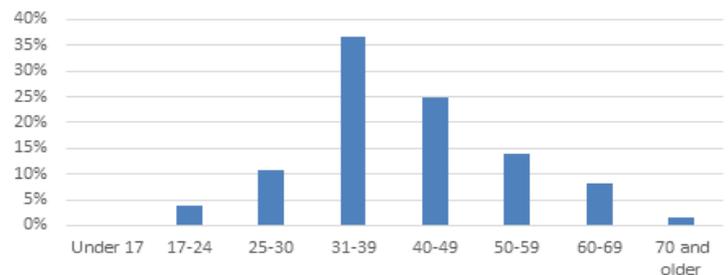


**Which of the following best describes you?**

Male	197
Female	318
I prefer not to answer	17
	532

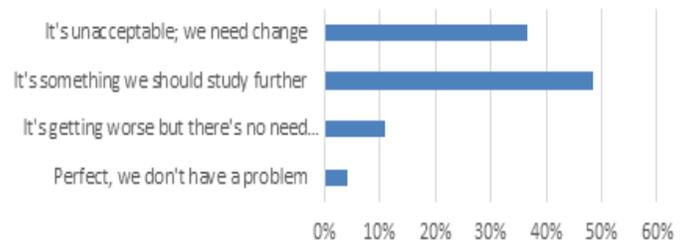
**Which of the following best describes your age?**

Under 17	0
17-24	21
25-30	58
31-39	196
40-49	133
50-59	74
60-69	43
70 and older	8
	533



**How would you characterize parking in the Haywood Road Area?**

Perfect, we don't have a problem	20
It's getting worse but there's no need to make changes yet	54
It's something we should study further	240
It's unacceptable; we need change	182
	496



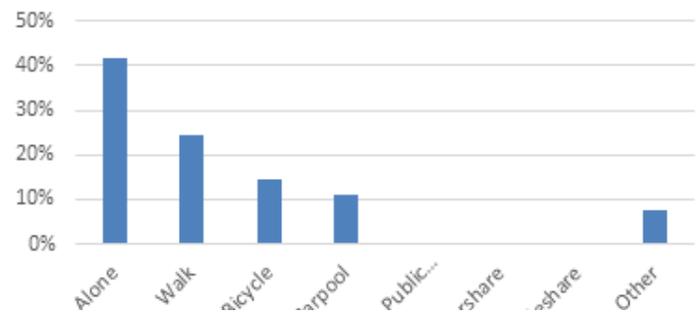
**Which of the following statements would you suggest is more important?**

The City needs to protect the parking for local residents	51
We need improved parking accommodations for local businesses	41
We're in this together and need a balanced solution	402
	494



**When visiting destinations in the Haywood Road Corridor, I typically get there by...**

Drive Alone	207
Walk	122
Bicycle	72
Carpool	54
Public Transportation	1
Carshare	2
Rideshare	2
Other	37
	497



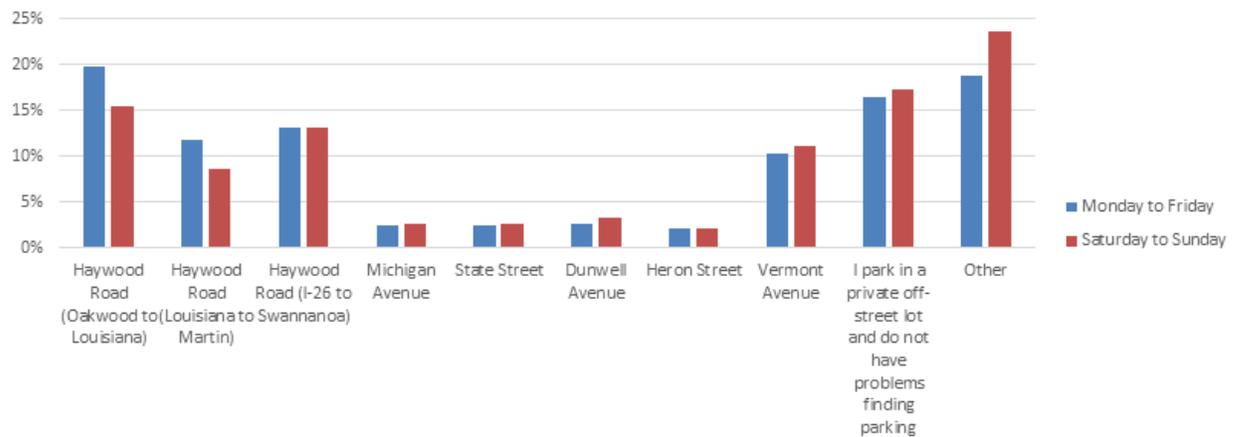


**Where do you typically have the greatest parking success (M-F)**

Haywood Road (Oakwood to Louisiana)	133
Haywood Road (Louisiana to Martin)	79
Haywood Road (I-26 to Swannanoa)	89
Michigan Avenue	17
State Street	17
Dunwell Avenue	18
Heron Street	14
Vermont Avenue	69
I park in a private off-street lot and do not have problems finding parking	111
Other	127
	674

**Where do you typically have the greatest parking success (S-S)**

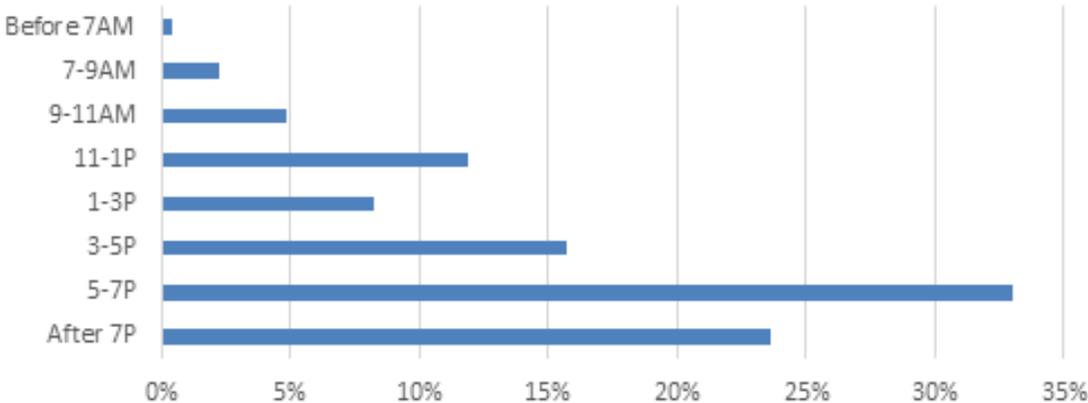
Haywood Road (Oakwood to Louisiana)	94
Haywood Road (Louisiana to Martin)	52
Haywood Road (I-26 to Swannanoa)	79
Michigan Avenue	16
State Street	16
Dunwell Avenue	20
Heron Street	13
Vermont Avenue	67
I park in a private off-street lot and do not have problems finding parking	105
Other	143
	605





**During what time of day is it most challenging to find available public parking?**

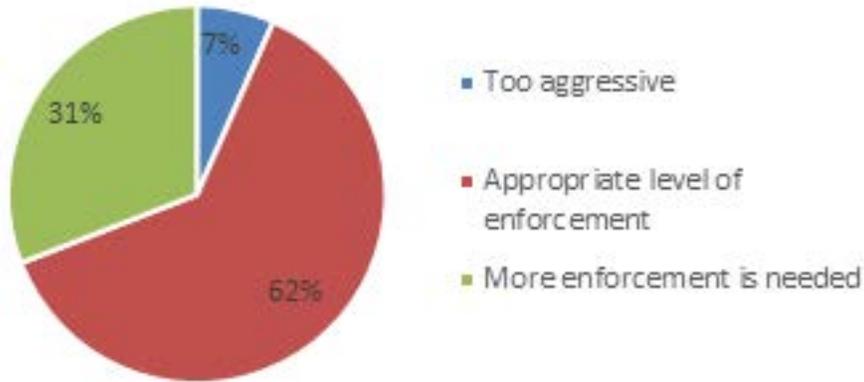
After 7P	180
5-7P	252
3-5P	120
1-3P	63
11-1P	91
9-11AM	37
7-9AM	17
Before 7AM	3
	763





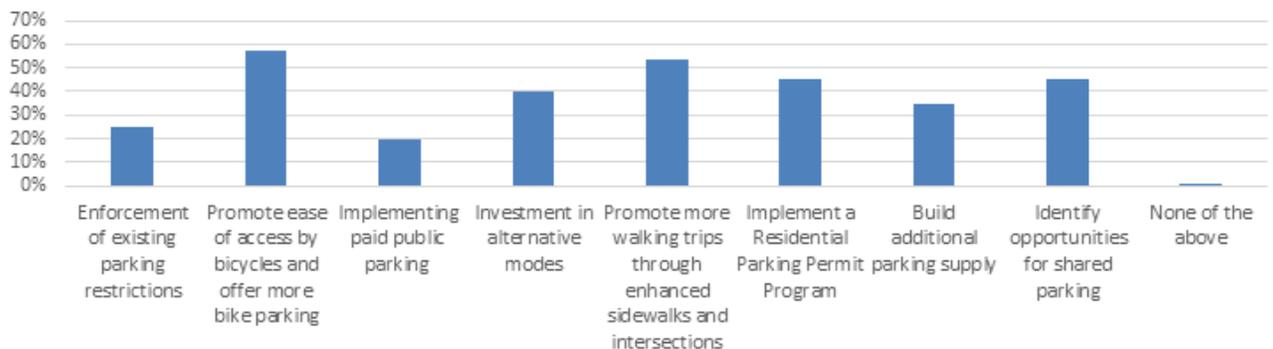
**How would you evaluate the enforcement of existing on-street parking regulations?**

		<u>Questionnaire</u>	<u>Live Poll</u>
Too aggressive	31	7%	3%
Appropriate level of enforcement	291	62%	17%
More enforcement is needed	144	31%	79%
Total Responses	466		



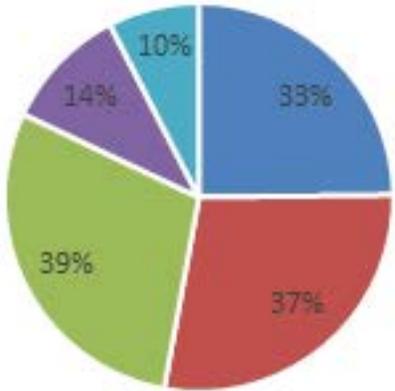
**Please indicate which of the following parking management options you think the City should consider for the Study Area.**

Enforcement of existing parking restrictions	131	8%	6%
Promote ease of access by bicycles and offer more bike parking	306	18%	6%
Implementing paid public parking	106	6%	0%
Investment in alternative modes	213	12%	3%
Promote more walking trips through enhanced sidewalks and intersections	286	17%	3%
Implement a Residential Parking Permit Program	242	14%	30%
Build additional parking supply	185	11%	18%
Identify opportunities for shared parking	243	14%	33%
None of the above	3	0%	0%
Total Responses	1715		



**How do you think the City of Asheville should pay for parking management in the Study Area?**

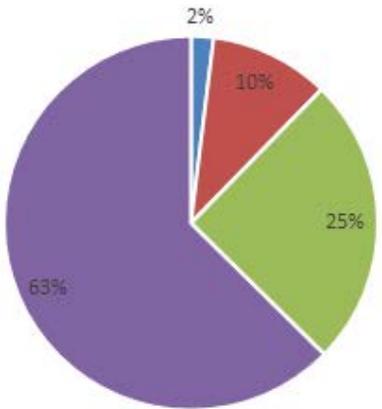
Implement paid parking	177	25%	13%
Enforce existing restrictions via ticketing/fines	200	28%	44%
Appropriations from the City's General Fund	208	29%	36%
Introduce a Parking Assessment District	74	10%	8%
Other	54	8%	0%
<b>Total Responses</b>	<b>713</b>		



- Implement paid parking
- Enforce existing restrictions via ticketing/fines
- Appropriations from the City's General Fund
- Introduce a Parking Assessment District
- Other

**Who should be responsible for supporting the revenue required to implement an enhanced parking strategy for the area?**

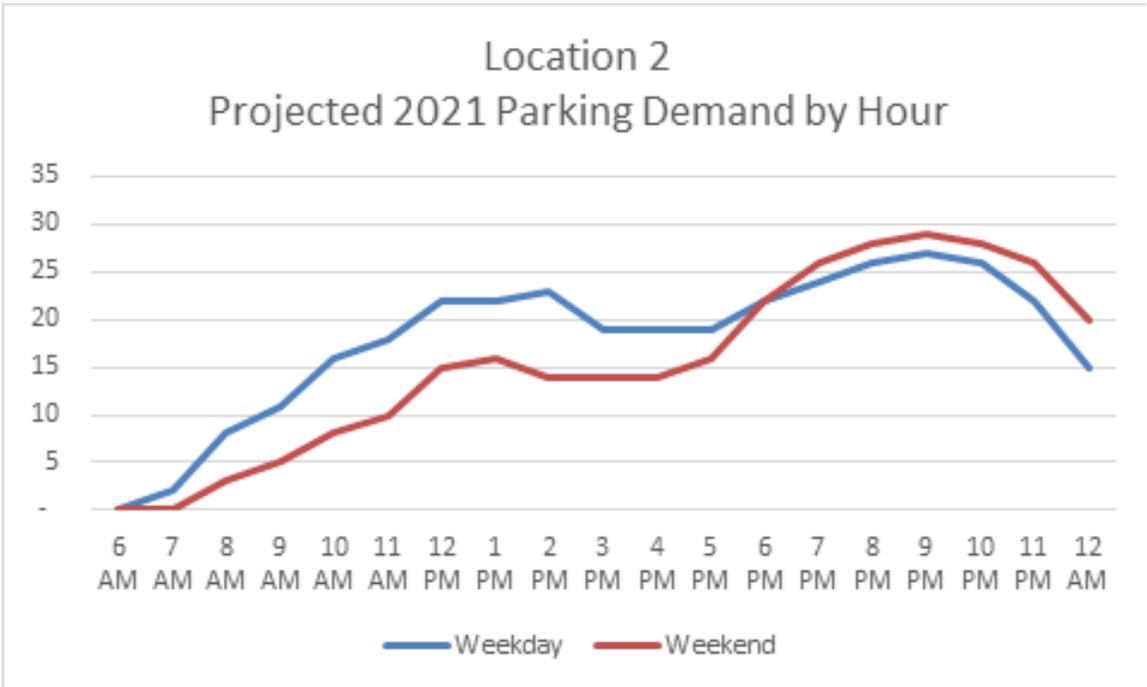
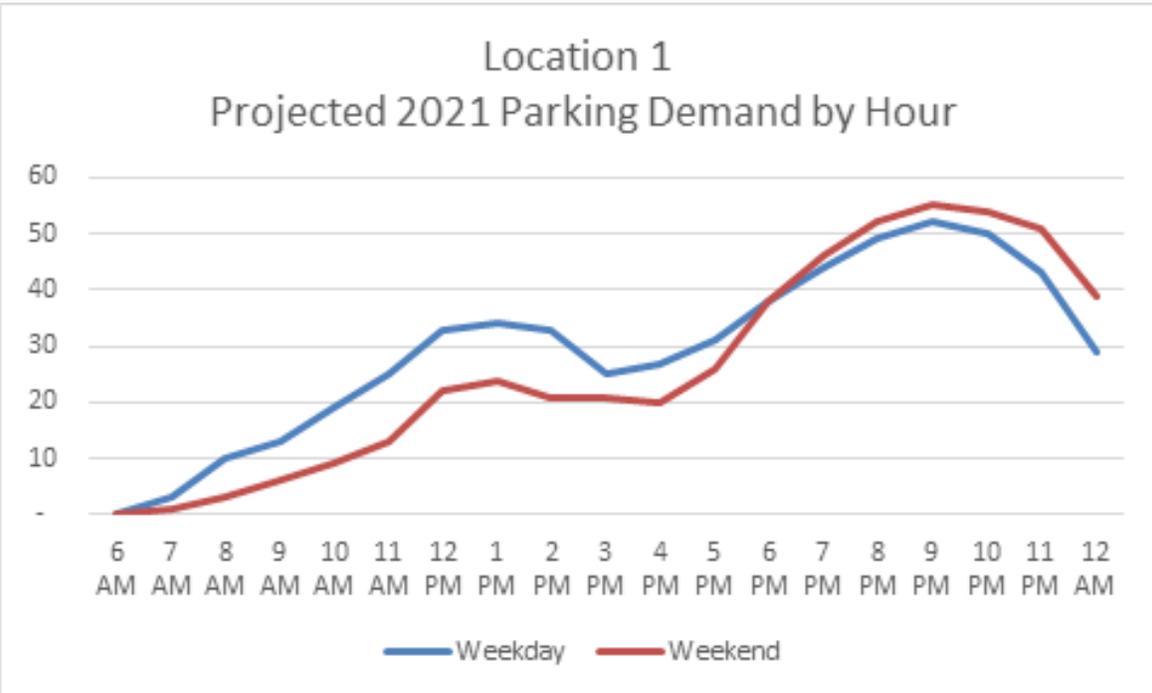
Local residents	9	2%	0%
Local businesses	48	10%	29%
Local parkers only	116	25%	25%
The entire city	290	63%	46%
<b>Total Responses</b>	<b>463</b>		

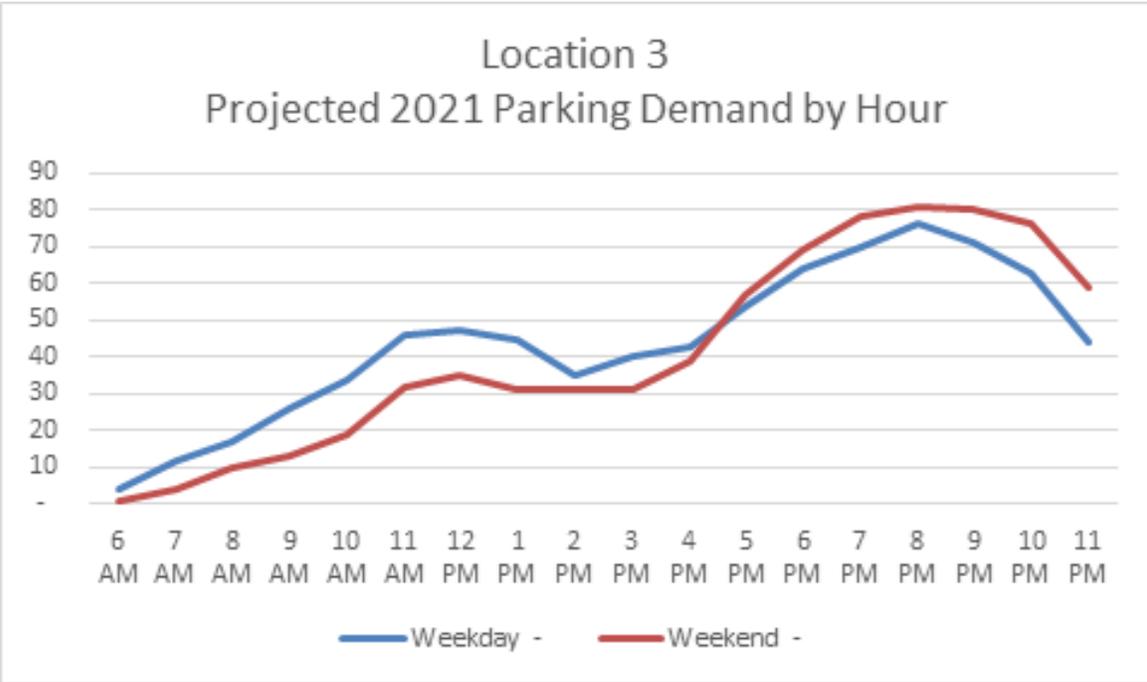


- Local residents
- Local businesses
- Local parkers only
- The entire city



## Projections of Future Parking Demand







**Residential Permit Parking Program  
Peer City Interviews**



## Durham

Contact Name	Wesley Parham
Email	Wesley.parham@durhamnc.gov
Phone	919-560-4366
Website	<a href="http://trinitypark.org/street-parking-permits/">http://trinitypark.org/street-parking-permits/</a>
	Controlled Parking Residential Area

### RPPP Questions:

1. Map of RPPP areas?  
Yes, attached.
2. Process of designating an area as RPPP?  
On the initiative of the city manager, or when an individual who desires that a CPRA be designated on the street where he or she resides submits a letter of interest, the city manager may conduct a study to determine if the area meets at least 3 criteria. After the study, the city manager will then solicit and receive a petition from the residents.
3. Enforcement?  
Yes, by Republic Parking.
4. How do residents obtain permits?  
A resident of a lot abutting a CPRA is eligible to receive a permit for each motor vehicle that is primarily operated by him or her or that is registered in his or her name on the records of the North Carolina division of motor vehicles. As part of the application process, the resident must present the motor vehicle registration card for each motor vehicle for which a permit is desired and other information required by the city manager pursuant to section 1-11(b)-(c). Permits issued under this subsection shall be issued for a period commencing at 12:01 a.m. January 1, and expiring at midnight, December 31.
5. Guest permit policy?  
Upon submitting an application prepared pursuant to section 1-11(b)-(c), any resident of a lot abutting a CPRA may obtain a temporary permit to be used by visitors to the resident's home; the permit shall be valid for the period specified in the permit, to a maximum of one week. If the visitor of a resident of a lot abutting a CPRA is visiting for more than one week, a visitor's permit may be issued for each week of the visit.
6. Costs for permits?  
No charges for permits.
7. What Department administers the program?  
Currently Transportation, but Republic Parking taking it over now.
8. Hours of the RPPP?  
8a to 5p Monday through Friday for Areas "A" through "E". Area "F" designation is 6p to 2a seven days a week.



9. Budget for the RPPP?

Is included with the new parking services contract for Republic.

10. Municipal code language that establishes the RPPP?

Part II, Chapter 66, Article IV, Division 3



## Chapel Hill

Contact Name	Brenda Jones
Email	<a href="mailto:bjones@townofchapelhill.org">bjones@townofchapelhill.org</a>
Phone	919-968-2835
Website	<a href="http://www.townofchapelhill.org/town-hall/departments-services/police/parking/residential-parking-permits">http://www.townofchapelhill.org/town-hall/departments-services/police/parking/residential-parking-permits</a>

### RPPP Questions:

1. Map of RPPP areas?  
16 residential parking districts.
2. Process of designating an area as RPPP?  
If the town manager finds that certain parking restrictions apply to the resident's domicile, that the resident with no practical way of parking off the public ROW, and if there are certain cost implications.
3. Enforcement?  
Parking Services personnel and Chapel Hill police department conduct regular patrols of the residential parking permit zones. Off hours enforcement is typically handled by the police department when specific complaints are issued. The officer will then investigate the area and issue a citation if warranted.
4. How do residents obtain permits?  
File an application through the Parking Services.
5. Guest permit policy?  
Guest permits are available at no charge to allow for short-term parking of 24 hours (1 day) or less within the residential parking zone. It is a transferable permit that is hung from the inside rearview mirror that can be given to a guest when they come to visit. Up to two guest permits are available to each residence within a residential parking district.  
  
3-Day Temporary Visitor Parking Permits: Each address in the residential permit area would be eligible for: Up to 10 temporary 3-day visitor parking permits in a year for use by guests valid for residential parking areas only for a fee of \$2.00 per permit.  
  
14-Day Temporary Residential Parking Permits: Each address in the residential permit area would be eligible for: Up to 5 temporary 14-day visitor parking permits for use for guests valid for residential parking areas only for a fee of \$10.00 per permit.
6. Costs for permits?  
\$25 per year.
7. What Department administers the program?  
Chapel Hill Parking Services.
8. Hours of the RPPP?  
Varies: 8a to 5p; 9a to 4p; 24/7



9. Budget for the RPPP?

Yes, self-sustaining based on revenues.

10. If you could design the program over again, what would you do differently?

Wish they could go to parking software, but current documentation to verify residency makes this more complicated to approve and implement electronically.

11. Municipal code language that establishes the RPPP?

Subpart A, Chapter V, Article 1, Sec. 5.5.

Chapter 21, Article IV, Sec. 21-27.2 Special parking permits.



## Greensboro

Contact Name	Robin Davenport
Email	Robin.davenport@greensboro-nc.gov
Phone	336-373-2156
Website	<a href="http://www.greensboro-nc.gov/index.aspx?page=2042">http://www.greensboro-nc.gov/index.aspx?page=2042</a>

### RPPP Questions:

1. Map of RPPP areas?  
Yes, a map is provided.
2. Process of designating an area as RPPP?  
The majority of households in the proposed area may petition the traffic engineer and city manager. The traffic engineer will then commence a study to determine if the area meets the required criteria.
3. Enforcement?  
Parking Enforcement patrols the area. All 3 zones are patrolled with LPR equipment.
4. How do residents obtain permits?  
Fill out online or paper permit request.
5. Guest permit policy?  
Residents can contact our office for guest permits. They will typically issue for 1 week at the most if it's needed but there isn't really a great demand for this.
6. Costs for permits?  
No cost for resident or guest permits.
7. What Department administers the program?  
The Parking Operations & Enforcement office administers the program.
8. Hours of the RPPP?  
By ordinance, it's 8am to 6pm.
9. Budget for the RPPP?  
No budget specifically designated for this program. They manage the administrative and enforcement costs to operate within our annual budget.
10. If you could design the program over again, what would you do differently?  
They would charge for the permits.
11. Municipal code language that establishes the RPPP?  
Chapter 16, Article IV, Division 3.



## Wilmington

Contact Name	Betty Gurganus
Email	Betty.gurganus@wilmingtonnc.gov
Phone	910-342-2786
Website	www.wilmingtonnc.gov/parking

### RPPP Questions:

1. Map of RPPP areas?  
Yes, see attached (pink areas).
2. Process of designating an area as RPPP?  
The street must be 70% occupied and 25% of vehicles belong to individuals who don't live in the immediate area. City staff will send a ballot to each resident via mail, who have 2 weeks to respond. The program may be implemented if 2/3 of eligible residents vote Yes.
3. Enforcement?  
Yes, by Park Wilmington. Tickets will be \$25 for violations.
4. How do residents obtain permits?  
Fill out and send permit application.
5. Guest permit policy?  
Yes, long term and 24-hour visitor passes.
6. Costs for permits?  
\$25 per permit for first 3 vehicles; \$50 each additional permit.  
Long term visitor = \$25  
24-hour visitor = \$2 each (may purchase up to 10)
7. What Department administers the program?  
Park Wilmington (contractor = Lanier).
8. Hours of the RPPP?  
Full enforcement includes day + night: M-Sat 9a to 6p; M-Saturday 11p to 3a  
Night enforcement: 11p to 3a
9. Budget for the RPPP?  
Wrapped within the parking program. May not fully pay for program now that enforcement revenue has gone down.
10. If you could design the program over again, what would you do differently?  
Charge more for permits to cover program costs. Limit number of permits per block – new condominium development from an existing “large home” is exceeding the number of actual spaces.
11. Municipal code language that establishes the RPPP?  
Part II, Chapter 5, Article IV, Division 2, Section 5-89.



## Charleston

Contact Name	Robert Somerville
Email	somerviller@charleston-sc.gov
Phone	843-724-7373
Website	<a href="http://www.charleston-sc.gov/index.aspx?NID=382">http://www.charleston-sc.gov/index.aspx?NID=382</a>
	Residential Parking Districts

### RPPP Questions:

1. Map of RPPP areas?  
 Yes, see attachment.
2. Process of designating an area as RPPP?  
 Residents should file a petition which initiates an engineering survey; Adjustment of proposed area; Conduct block-by-block survey; Hearing. Alternatively, the department of traffic and transportation can conduct their own survey without a petition being filed and propose it to the city council for approval
3. Enforcement?  
 City's parking enforcement division have roving officers that will "chalk" a vehicle to see if it parked over the designated time limits.
4. How do residents obtain permits?  
 Homeowners can go to the Revenue Collections office to get there permits or can have it mailed to them. Homeowners must provide a copy of their vehicles registration and a copy of their current property tax receipt or a copy of their closing statement.  
  
 Renters must go to the Revenue Collections office to get their permit. Renters must provide their vehicle registration and lease agreement clearly defining the address and terms of the lease.
5. Guest permit policy?  
 Homeowners are entitled to purchase two (2) books of one (1) day guest passes. There are thirty (30) passes per book. Each book costs \$15.00.  
  
 Renters are allowed to receive a two (2) week visitor pass. This pass can only be issued to that renter once within a six (6) month period. The cost for the two (2) week pass is \$5.00. They are in the process of changing this to allow renters to get up to fourteen (14) passes within the six (6) month period.
6. Costs for permits?  
 \$10 homeowner permit good for the year. Renters decals are from January 1st to June 30th, then July 1st to December 31st. Cost is \$7.50.
7. What Department administers the program?  
 The ordinance falls under the Department of Traffic and Transportation. Permits are issued by the Revenue Collections Division.



8. Hours of the RPPP?

There are 10 residential parking district. See attached map for the names of the 10 districts and hours of enforcement.

9. Budget for the RPPP?

Unknown.

10. If you could design the program over again, what would you do differently?

Other than the passes for renters, I think the existing ordinance is fine.

11. Municipal code language that establishes the RPPP?

Residential Parking Districts: Chapter 19, Article VIII, Division 3.



## Columbia

Contact Name	John Spade
Email	spade@columbiasc.net
Phone	803-545-3070
Website	<a href="https://www.columbiasc.net/parking/permits">https://www.columbiasc.net/parking/permits</a>

### RPPP Questions:

1. Map of RPPP areas?

Yes, maps are available for each area. A sample map is provided.

2. Process of designating an area as RPPP?

All RPP districts are initiated by the neighborhood. The steps in the process are listed below.

- Meet with neighborhood leaders
- Do a study of the impact of non-resident parking in the area
- Meet with neighborhood as a whole for Q&A
- Work with the neighborhood to determine boundaries and times of enforcement
- City staff develops a map; a list of resident property owners; petitions; and a FAQ sheet (See attached for samples.)
- Verify petitions
- Schedule a public hearing before City Council
- Begin implementation with attached letter if Council approves
- Sell permits (hang tags)
- Place signage
- Issue warning citations
- Issue actual citations

3. Enforcement?

Regular enforcement of the area. Concentrated enforcement when there are complaints. Police assist in evenings and weekends. They currently use hang tags, but expect to change this to LPR once their LRP unit is up and running. This will reduce the time it takes to enforce residential parking substantially. It will also eliminate the cost of most hang tags, except visitor tags, as we will enforce by tag number except for visitors. The City recommends no enforcement on Sundays.

4. How do residents obtain permits?

Owner occupants receive 2-year permits and can apply by mail. Renters receive 6-month tags and must come into the office. They expect to fully automate this process, issuing permits via mail after a permit application is received through T2 software.



5. Guest permit policy?  
This depends upon the number of spaces in an area. They take into account any off-street parking. In some areas they do not issue renter visitor passes since there are more permits issued than spaces available. They make exceptions if there is no driveway.
6. Costs for permits?  
Currently \$2 for resident/owner permit and \$1 each for visitor permits. \$5 for 6 months for tenants and \$1 for visitor pass. They will be asking for an increase before the end of the calendar year.
7. What Department administers the program?  
The Parking Services Department.
8. Hours of the RPPP?  
It depends on what the neighborhood wants. Some are daytime only during weekdays. Some are 24-7. The City recommends no enforcement on Sundays.
9. Budget for the RPPP?  
It is designed to be self-sustaining. They have five districts and have applications for three more, primarily near universities or hospitality areas.
10. If you could design the program over again, what would you do differently?  
Use of LPR to streamline the enforcement system, and using T2 software to automate permit applications.
11. Municipal code language that establishes the RPPP?  
Chapter 12, Article II, Division 3.



## Chattanooga

Contact Name	Brent Matthews
Email	brentmatthews@gocarta.org
Phone	423-424-1316
Website	<a href="http://www.chattanooga.gov/transportation/traffic-engineering-a-operations/parking">http://www.chattanooga.gov/transportation/traffic-engineering-a-operations/parking</a>

### RPPP Questions:

1. Map of RPPP areas?

In accordance with Section 24-382 of this Code, the following area is designated as a restricted on-street parking area:

The Fort Wood Historic District; specifically, the 800 and 900 blocks of Oak Street, Vine Street, Fort Wood Street, Clark Street, and the 500 block of Fort Wood Place. The City shall post no signs to the contrary.

2. Process of designating an area as RPPP?

During any period between the hours of 7:00 a.m. and 6:00 p.m., weekdays, except official city holidays, the number of vehicles parked (or standing), legally or illegally, on the streets in the area is equal to seventy percent (70%) or more of the legal on-street parking capacity of the area. For purpose of this criterion, a legal parking space shall be twenty (20) linear feet.

During the same period as in paragraph (1), twenty-five percent (25%) or more of the vehicles parked (or standing) on the streets in the area are not registered in the name of a person residing in this area.

An additional 6 factors will then be considered prior to an area being designated as a permit parking area.

3. Enforcement?

Chattanooga Parking Authority enforces, Republic Parking manages.

4. How do residents obtain permits?

Fill out the permit form and mail to the City.

5. Guest permit policy?

2 maximum.

6. Costs for permits?

\$25 per year for each permit for registered car.

7. What Department administers the program?

Transportation Department issues permits.

8. Hours of the RPPP?

Monday – Friday 8a-6p.



9. Budget for the RPPP?

Under the Transportation department for permits, but CPA gets enforcement revenue.

10. If you could design the program over again, what would you do differently?

There are issues with dealing with guest passes and having multiple guests. Also issues with multi-tenant housing.

11. Municipal code language that establishes the RPPP?

Chapter 24, Division 8.



## Norfolk

Contact Name	Bart Neu
Email	Bart.Neu@norfolk.gov
Phone	757-664-6242
Website	<a href="http://www.norfolk.gov/index.aspx?NID=497">http://www.norfolk.gov/index.aspx?NID=497</a>

### RPPP Questions:

1. Map of RPPP areas?  
Yes see attached (23 zones total).
2. Process of designating an area as RPPP?  
Residents may petition the city manager, which will then initiate traffic studies if 75% of residents sign the petition.
3. Enforcement?  
Parking.
4. How do residents obtain permits?  
Complete registration application and provide proof of residency. Permits issued annually.
5. Guest permit policy?  
One complimentary visitor pass hang tag issued per household. Additional visitor passes may be purchased.
6. Costs for permits?  
\$10 for new permit, \$2 per visitor pass (may be less depending on what time of year it's purchased).
7. What Department administers the program?  
Parking – just took it over on July 1, used to be the Commissioner of Revenue.
8. Hours of the RPPP?  
Varies depending on zone, but typically weekdays Mon-Fri 8a-6p.
9. Budget for the RPPP?  
Doesn't fully break even, gets some subsidies within Parking program. No expectation for it to be a revenue stream.
10. If you could design the program over again, what would you do differently?  
Rate is a little too low. Move away from stickers and convert to license plate recognition and tie the application process into their monthly parking enforcement system (through T2).
11. Municipal code language that establishes the RPPP?  
Chapter 25, Article VIII, Section 25-286.2.



## Williamsburg

Contact Name	Phil Serra (Finance Director) Jane Trimble (Sr. Revenue Specialist)
Email	pserra@williamsburgva.gov jtrimble@williamsburgva.gov
Phone	757-220-6180
Website	<a href="https://www.williamsburgva.gov/Index.aspx?page=163">https://www.williamsburgva.gov/Index.aspx?page=163</a> Parking by Permit Only

### RPPP Questions:

1. Map of RPPP areas?  
None provided but the PPO brochure provides streets where it applies.
2. Process of designating an area as RPPP?  
Petition the city manager signed by at least 67% of the property owners. The city manager will then determine that parking by non-residents exceeds 25%.
3. Enforcement?  
Yes, enforcement by the Williamsburg Police Department.
4. How do residents obtain permits?  
Sold at the City of Williamsburg Municipal Building Finance Department.
5. Guest permit policy?  
Yes, residents may purchase up to 2 guest parking permits.
6. Costs for permits?  
\$5 per permit.
7. What Department administers the program?  
Finance Department.
8. Hours of the RPPP?  
24/7 except Saturday and Sunday for 4 hours.
9. Budget for the RPPP?  
Expenses likely exceed revenue, although unknown. Intent of program isn't to be a revenue source.
10. If you could design the program over again, what would you do differently?  
Used to issue 3 guest permits, but found that it was too many so now have restricted it to only 2. Probably wouldn't need the program except due to students at the university.
11. Municipal code language that establishes the RPPP?  
Chapter 11, Article VI, Division 5.



## Savannah

Contact Name	Veleeta McDonald
Email	vmcdonald@savannahga.gov
Phone	912-651-6470
Website	<a href="http://www.savannahga.gov/index.aspx?NID=776">http://www.savannahga.gov/index.aspx?NID=776</a>
	Residential Parking Decal

### RPPP Questions:

1. Map of RPPP areas?  
Yes, different zone designation colors.
2. Process of designating an area as RPPP?  
Residents would need to petition City Hall to establish new parking zone.
3. Enforcement?  
Mobility & Parking Services.
4. How do residents obtain permits?  
Fill out permit application and provide the required documentation to prove residency.
5. Guest permit policy?  
Yes, temporary permits can be obtained and is limited to a period of not more than 1 week.
6. Costs for permits?  
If the car is registered at the address, the permit is free (maximum of 3). Second residential permit (vehicle not registered in Savannah) is \$175/year.
7. What Department administers the program?  
Mobility & Parking Services Department.
8. Hours of the RPPP?  
Enforcement Monday-Friday 8a-5p.
9. Budget for the RPPP?  
Within the entire Parking budget.
10. If you could design the program over again, what would you do differently?  
Recently just changed to zones from block parking. There wasn't enough parking when using blocks only.
11. Municipal code language that establishes the RPPP?  
Division II, Part 7, Chapter 1, Article B, Section 7-1072.