

Community Engagement: Parking

As the Royal Oak Police Department explores options to modernize the current Downtown parking system, we asked residents what they thought is working and where our challenges are with the current system.

This document provides a snapshot of what we heard.

What we Heard

The feedback we collected showed people think our present parking system is working — with the new decks scoring higher than both on-street parking and surface lots options.

The challenges of our present system were identified as being confusing/inconvenient, meters are too tall and poorly lit and people want options to avoid parking tickets.

“Structure parking is easy and convenient.”

“Parking meters are difficult to read, even during the day.”

What people are talking about

We asked:

Royal Oak is exploring using a ‘smart’ parking system that offers new technology currently not available in our present system. Which technology features do you feel are important for the city to consider?

1. Able to give warning your meter is about to expire (81%)
2. Able to pay for expired minutes /spare you from getting a parking ticket (79%)
3. Easy to use for people of all abilities (60%)
4. Ensures all parking customers are treated fairly (48%)
5. Able to identify and guide you to the nearest available space (46%)
6. Can validate your parking or offer you coupons (45%)
7. Offers ‘touchless’ payment (43%)
8. Can allow you to reserve a space in advance (25%)



What we did

Our goal was to identify parking issues that residents were concerned about, highlight key decisions that need to be made, and collect feedback.

Survey

- More than 1300 people provided feedback to the Downtown Royal Oak Parking Survey online.
- Of the respondents, more than 400 individuals agreed to be part of a focused discussion on parking.

Virtual Event

- More than 100 people RSVP-ed to attend a focused discussion on parking.
- Chief O’Donohue presented the results to the online survey.
- A video was shown of a potential solution followed by remarks from the chief.
- A ‘live’ survey was given to attendees, followed by ‘live’ survey results and Q & A.

Web (romi.gov/parking)

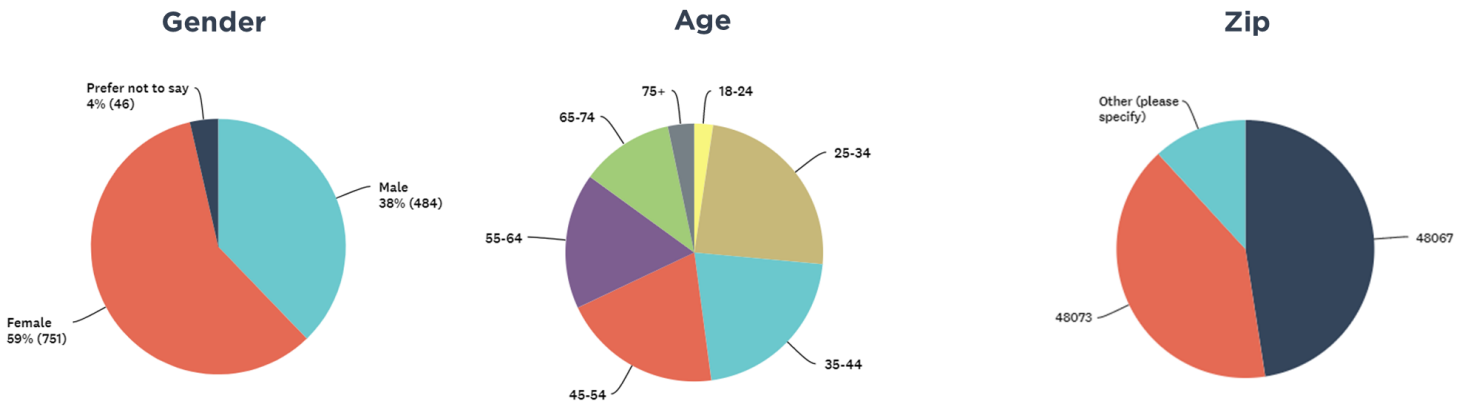
- A web page was built with results to the survey, video, and the presentation (video and Power-Point).
- All questions not answered at the virtual event were put into an FAQ module on the website with-



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Who we talked to

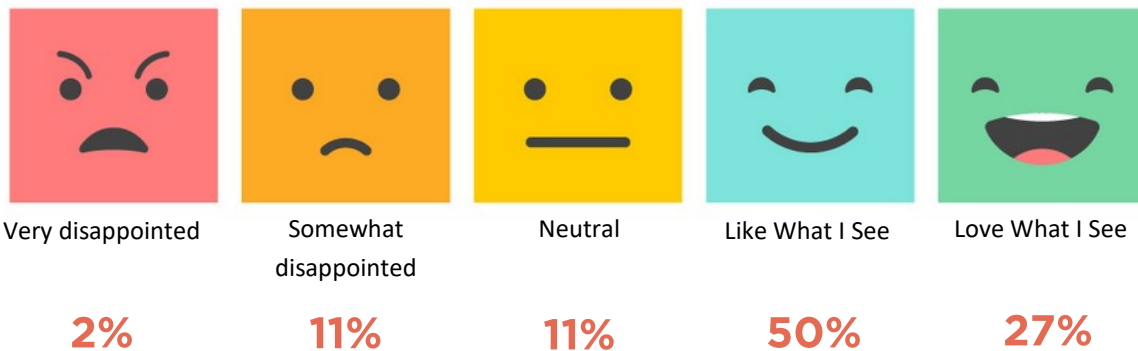
The participation in our survey closely matches U.S. Census data and demographics for who lives in Royal Oak.



What people are saying about the MPS solution

We asked:

What is your first impression of (MPS's) Sentry Meters/Kiosk Platform?



What people are saying about \$20 tickets

Agree with the \$20 ticket fee because I will always pay the meter.

60% Agree; 20% Agree but have some concerns

Raising the ticket price will encourage people to follow the time limit rules free up more on street parking.

60% Agree; 25% Agree but have some concerns

Raising the ticket price will encourage people to park in the parking structures.

47% Agree; 20% Agree but have some concerns

Raising the ticket price will **deter** people from visiting downtown.

47% disagree; 22% neutral

Links

Visit romi.gov/parking for links to the following:

- Surveys
- Presentation PowerPoint
- Presentation Video
- MPS Video