



Downtown, Our Town

CUSTOMERS COME FIRST

DOWNTOWN NAPANEE PARKING ACTION PLAN

WHO

...does this concern?

Tenants, property owners, and business operators should ensure that public parking areas closest to their building are consistently made available for customers and visitors, especially on the streets without parking lots. Find private parking areas or use side street public parking lots for your own vehicles, especially if you will be parking all day or all night.

WHY

...should I care who parks where?

Customers and visitors are the lifeline to our downtown core. To be able to compete effectively with businesses with their own parking lots, we need to effectively manage our parking resources, both private and public, just like we would any other part of our business.

WHAT

...should I do if I see suspected abuse of parking spaces downtown, especially on street parking spots?

If you suspect abuse of parking spaces, whether it is accessible, now-parking, or expired permitted time areas, keep an accurate record of the infraction, noting the type of vehicle, license plate number, and specific parking spots. Our interest at this time is to focus on chronic abusers, who through lack of information or enforcement need to be reminded of our municipal parking bylaws and your BIA's customers come first parking policy.

WHERE

...do I get more information or report infractions?

Your BIA Directors have provided you with this information package so you may educate your tenants, staff, and customers of our parking policies.

You can attend our monthly BIA meetings under deputations, contact any of your BIA directors by phone, fax, text, or email or in person where applicable. We have also made arrangements for you to contact Town municipal bylaw enforcement staff by phone, text, or email when you suspect awareness or enforcement is required.

WHEN

...do I contact anyone when I am aware of municipal parking infraction and abuse of our customers come first policy?

This is the most critical part of our customers come first policy and enforcement of municipal parking bylaws. We hope that after an intensive marketing and public awareness campaign everyone involved - tenants, property owners, customers, and visitors - will make informed decisions of where to park and for how long.

Initially, we will focus on chronic abusers (continuously committing parking infractions) and give them an opportunity to find parking elsewhere.

We have included a blank chart that you can fill in or have your staff use on a daily/ weekly basis, identifying location, type of vehicle, and license plate numbers of individuals who may have to be reminded of their infractions.

We feel the majority of our problems may involve a minority of individuals, and working directly with your BIA directors and municipal bylaw enforcement officer by charting and reporting on chronic abusers will solve the majority of our problems.

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