



## **Neighborhood Parking Permit Program**

Adopted by Town Council on: **June XX, 2023**

Resolution #: **2023-XXX**

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## **1.0 INTRODUCTION**

In response to concerns about parking availability in residential areas that are adjacent to high-density locations, the Town of Castle Rock has developed this Neighborhood Parking Permit Program (NPPP). High-density areas include schools, parks, multi-family developments and other areas as determined by Town staff. This guide outlines the Program, its objectives and goals, and the process that should be followed when working with a neighborhood on the development of a parking permit plan.

Town staff strives to manage community parking with requirements and restrictions outlined in the Town of Castle Rock Municipal Code. This program is intended to be used as a “last resort” solution to address parking issues in a specified area. Applicants requesting a NPPP should explore alternatives offered as part of the existing on-street parking policy as approved by Town Council with Resolution 2018-049.

## **2.0 PROGRAM MISSION STATEMENT AND OBJECTIVES**

The Mission of the Town of Castle Rock NPPP is:

To provide a consistent, feasible and manageable procedure for addressing neighborhood parking concerns on residential streets where documented issues and majority neighborhood support for a Program exists that may adversely affect the overall residential quality of life.

The objectives of the NPPP are to:

- Provide for a “neighborhood driven” process to address concerns about limited parking availability in residential areas.
- Improve neighborhood livability by reducing the impact parking in residential areas that are adjacent to high-density areas including park, school and multi-family developments.
- Limit on-street parking along public streets within a defined boundary to address parking issues for properties located within the boundary.

The policies and guidelines outlined in the document are provided to:

- Ensure a consistent approach to the initiation and approval of the neighborhood parking permit program.
- Define the procedures for a citizen-initiated parking permit program including neighborhood support requirements, program eligibility requirements, program enforcement and program renewals.
- Integrate aspects of education and enforcement in the development of neighborhood parking solutions.
- Encourage citizen involvement in developing solutions to neighborhood parking concerns.
- Efficiently allocate the use of Town funding and resources.

## **3.0 POLICIES**

The following policies provide detail on different aspects of the Neighborhood Parking Permit Program.

### **3.1 *Compatibility with Existing Policies***

Neighborhood parking permitting should be implemented in a manner that is consistent with current Town plans, policies, and practices. Town staff will follow the placement guidelines contained in the Manual on Uniform Traffic Control Devices (MUTCD) when considering the installation of any new traffic signs and markings.

### **3.2 *Comprehensive Approach***

Depending upon the type of problems being addressed and the street configuration within a neighborhood, the neighborhood parking study may often need to include other streets

nearby the one that is the object of the complaint. This must be done to ensure that the solution to the parking problem on one street isn't simply shifting the problem to an adjacent one.

When reviewing neighborhood parking issues and developing mitigation plans, a team of Town staff members (Staff Team) led by the Public Works Department will determine where on the street in question the parking data will be collected, which additional streets/locations will be studied and the times in which the study will take place. The Staff Team will also define the project study area using logical boundaries, such as the roadway system (collectors, arterials, etc.), drainage-ways, or the neighborhood boundaries as appropriate.

The Staff Team that defines this area will be made up of members from the Fire, Police, Public Works, and Development Services departments. If needed, members of other departments may be asked to join the team.

The focus of this program is to address concerns that residents have about parking limitations on specific residential streets resulting from the area's adjacency to high-density areas. It is not intended to address access, noise, congestion, safety concerns or other street-related issues.

### **3.3     *Emergency Response***

It is important that any designated neighborhood parking area not interfere with emergency vehicle access or unreasonably reduce response times. Emergency considerations include, but are not limited to, access to hydrants and emergency vehicle access. The Town of Castle Rock's Fire and Police Departments will be involved in the design of each project and their input will be considered before any plan is finalized or approved. The local emergency responders (Fire and Police Departments) will be invited to each neighborhood meeting when implementation of any physical devices is being considered so that they may explain to the neighborhood their concerns about possible impacts on emergency response times.

### **3.4     *Eligible Areas***

Only residential areas are eligible for the NPPP. Permitted parking applies to Town owned public streets only. Streets are generally candidates for the NPPP if adjacent to high-density development including:

- schools
- parks
- multi-family units

Program eligibility requires that the parking concerns are the direct result of overflow parking from a specific high-density area. Residential areas are not eligible unless the cause of the parking issue can be directly related to a high-density area. The Staff Team that defines the project area will also identify the streets that are not eligible to participate in the program.

To qualify for the NPPP, the following criteria must be met or exceeded:

- At least 75% of the residential units in the project area must sign a petition supporting the permit request.
- Parking availability must be less than 25% of the available parking spaces during the study period.
- The proposed program area must be solely residential. Commercial, industrial, mixed use, and other non-residential areas are not eligible.
- On-street parking areas directly adjacent to parks and recreation destinations are not eligible in order to provide all citizens equal access to public amenities. As an example, if a particular street has a park on one side and residential housing on the other, only the residential side of the street would be eligible for the NPPP.

### **3.5 *Parking Issue Displacement***

The goal of the program is to address parking concerns in a specific location without shifting the issue to adjacent neighborhoods/areas. Because of this, the program area may be extended beyond the primary area of concern. This determination will be made by the Staff Team responsible for reviewing the program application.

### **3.6 *Neighborhood Involvement***

As stated in Section 2.0, “Program Mission Statement and Objectives”, the NPPP is a neighborhood-initiated process that allows residents living along the street and in the study area to help identify and solve issues along impacted street(s). One of the most critical considerations when developing an effective neighborhood parking permit plan is the involvement of residents in the Study Area. Residents of the area must be able to provide input on the extent of the parking problem and to help identify appropriate solutions. Each neighborhood will have its own set of concerns, with some being more apparent than others. It becomes much clearer as to how complex many parking issues are when neighbors meet and share their various perspectives and experiences.

Town staff will facilitate neighborhood meetings that will allow residents to participate in the creation of the neighborhood parking permit plan for their neighborhood. The person bringing the issue to the Town will be the “point of contact” (POC) responsible for circulating a petition; this is the initial step that must be taken before the process is started. The POC will also assist Town staff in organizing meetings and notifying the affected homeowners.

### **3.7 *Minimum Threshold Determination***

Documented parking conditions, that either meet or exceed defined program thresholds, must be present in order for a street to be eligible for the NPPP. Studies will be conducted by Town staff to measure parking availability in the study area and potential causes of the parking issue to determine if a permit program may be initiated. Specific dates and times for assessing the parking area will be defined by the Staff Team and by utilizing information provided by the applicant and/or POC.

### **3.8 *Approval of a Neighborhood Parking Permit Plan***

The parking plan, developed to address the specific issues within the Study Area, must be approved by at least 75% of the property owners along the streets where the permit program will be enforced. If the plan does not meet minimum approval thresholds, the project will be closed and become eligible for a subsequent program application in one year.

After the Town’s Staff Team reviews the application, including neighborhood petition, and completes evaluation of the Study Area, Town staff will present the application to Town Council for consideration. The decision of whether to approve and implement a Neighborhood Parking Permit Program is at the discretion of Town Council.

Following approval of a parking permit plan, the Town of Castle Rock will install necessary signage in the program area. The parking permit program will go into effect 45 days following approval to allow adequate time for sign installation and permit issuance.

### **3.9 *Permit Issuance and Costs***

Upon approval of the neighborhood parking permit program, permits will be issued as follows:

- Two (2) resident parking permits for each residential unit within the approved area provided for no cost
- Two (2) visitor permits for each residential unit provided for no cost

Replacement permits can be requested from the Town of Castle Rock and cost \$15 per

permit. Contact Public Works at 720-733-2462 or [Roads@CRgov.com](mailto:Roads@CRgov.com) for permit needs.

One-day event permits may be requested by residents in an approved parking permit area. These one-day event permits must be requested with at least 14 days' notice and can be requested for up to 12 events per year, per residence. Upon approval, the resident will receive up to 10 additional visitor permits that are valid for the assigned date only. Abuse or misuse of these event permits may result in revocation of future event permit eligibility.

### **3.10 Use of Permits**

Residents within an approved parking permit area agree to follow the conditions listed below:

- Parking permits are valid for use in the designated program area only. Permits do not allow parking in violation of loading zones, no parking anytime, handicapped parking or other parking regulations defined in the Town of Castle Rock Municipal Code, Colorado Model Traffic Code and other applicable documents.
- Parking permits must be displayed at all times when parking in the designated parking area. The resident and/or visitor is responsible for payment of any citation issued as a result of failure to display the parking permit.
- Visitor parking permits may be transferred between vehicles. It is the responsibility of the resident to issue and collect visitor parking permits.
- Possession and use of a neighborhood parking permit does not guarantee the availability of a parking space or designation of any specific parking space.
- Any resident with unpaid or outstanding Town citation(s) may be ineligible to participate in an approved parking permit program.
- Any abuse of the NPPP may result in revocation of parking permit privileges within the designated area.

### **3.11 Periodic Program Review**

After approval and designation of a neighborhood parking permit program, Town of Castle Rock staff will review neighborhood parking permit eligibility every 24 months. This review will assess the need for an ongoing parking permit program. Any findings that identify a change to available parking spaces and/or changes to parking demand in an area may result in changes to, or cancellation of, the parking permit program. Any such changes will be reviewed with residents located within the approved area.

### **3.12 Plan Modification**

If an individual, neighborhood group, or homeowner association (point of contact) want to modify the NPPP then the point of contact needs to reach out to the homeowners who previously voted on the plan or live in the NPPP Area to determine if other homeowners share the same concerns. This will be accomplished through a petition. More than 75% of homeowners who live in the NPPP area will need to sign the petition seeking a modification to the existing plan. Town staff will provide the petition.

Upon receipt of the petition staff will verify names on the petition and then work with the point of contact and homeowners in the NPPP area to facilitate new meetings to discuss possible modifications of the program.

A new working group will be selected from homeowners in the NPPP area. A preferred plan will be created and voted upon by the homeowners that live along the street where the modifications are proposed to be made. More than 75% of the homeowners in the location of the proposed permit program must return the ballot and vote to approve the plan. If less than 75% of the homeowners vote in favor of the plan the current plan will remain. After demonstrating neighborhood support for plan modification, the requested changes will be presented to Town Council for approval/denial.

### **3.13 Program Cancellation**

This section refers only to the cancellation of a previously approved parking permit program.

If after a minimum period of one (1) year, the property owners along the street(s) where the parking permit program is in effect desire to cancel the program, the Town will require that a vote be taken. The area that will be included in the voting process will be the same as that participating in the initial vote approving the program.

More than 75% of the properties returning a ballot must vote in favor of the cancellation. As with the initial vote requesting the program, the ballots must be signed by property owners. After verification of the neighborhood cancellation vote, the cancellation request will be provided to Town Council for approval of the cancellation request. The program will be cancelled effective immediately upon Town Council approval and the Town will send letters to all residents in the area notifying them of program cancellation.

Town staff will remove any associated signage in the program area within 30 days of program cancellation.

## **4.0 ESTABLISHING A NEIGHBORHOOD PARKING PERMIT PROGRAM**

This section explains how a neighborhood parking permit program may be requested and the steps that should be followed in its implementation. Generally, the process is divided into the following steps:

- Project application and determination of study area
- Neighborhood petition and assessment of study area including public outreach
- Implementation and monitoring of the parking permit program

These steps will include a number of tasks that will need to be completed and are more fully described as follows:

### **4.1 Project Application**

A NPPP may be requested by individuals, neighborhood groups, homeowners' associations, or anyone who feels that a problem exists in an eligible area. The initial application needs to identify the specific area of concern (including recommended boundaries for the parking area), the suspected cause of parking issue(s), a description of the parking issue(s) including dates, times, and frequency of parking issues, and any other information deemed relevant to the specific parking concern. An NPPP request form is available on the Town website.

When a request has been made of the Town to restrict parking access on a street, staff will begin the process of determining the conditions that exist and the degree of concern in the area.

The first step that staff will take is to discuss the traffic situation and concerns with the person(s) making the request in order to better understand their concerns and the reasons they feel that a problem exists. This person will be the neighborhood "point of contact" (POC) during the process and help Town staff organize meetings and distribute information. At the request of the original POC another resident may be asked to be the POC later in the process. The POC's role is to help Town staff in the process.

After an initial review of the issue, a packet of informational material concerning the Town's neighborhood parking permit program will be given to the person. This packet will include a guide to the NPPP, some brochures about the program that can be given to other residents of the neighborhood and a petition form.

#### **4.2     *Determination of Study Area***

Undertaking a neighborhood parking permit project requires a significant expenditure of staff time and, in some cases, Town funds. Therefore, determining greater neighborhood interest in a parking permit program is important. Town staff will develop an initial study area map to provide to identify the residences that need to be included in the petition process. It is important to note that the study area will likely include more streets/locations than included on the original application. Expansion of the study area may be necessary to capture areas that could be affected by displacing existing vehicles parked in the affected area. Essentially, expanding the study area will help ensure that the parking issue is not simply moved from one location to another. The POC who made the request will be provided with a map identifying the Town recommended boundaries of the program area.

#### **4.3     *Neighborhood Petition***

The POC will be responsible for gathering signatures on a petition from residents located within the designated study area. Support from no less than 75% of the properties in the study area is required in order to continue with the request. When giving the POC the blank petition, staff will discuss with the POC the boundary in which the petition is to be circulated.

While circulating the petition, the POC is encouraged to discuss their observations and concerns with other residents to see if there is a desire to undertake a project. As can be seen from this guide, a significant amount of time may be required of the neighborhood during the process.

The POC shall notify the president of the homeowner's association, or the association's management company of their intention to circulate the petition and explain the issues that the POC is hoping to resolve. The POC will be asked to verify on the petition that this has been done. This step is not required if no HOA exists.

Once a petition has been submitted to the Town, staff will discuss with the POC the next steps that will be taken in evaluating the request.

#### **4.4     *Study Area Assessment***

Once a petition has been received and approved, the Town's Public Works Department will assess parking availability within the study area. This assessment will include quantifying all parking in the study area and evaluating current parking availability during the days/times when the issue is expected to occur. Other factors may be included in the assessment if relevant to the issue within the specific study area.

Staff will attempt to schedule the study during a time when there are no special events in the area. The area will be evaluated on at least three different dates in order to establish consistency of any parking issues.

The study area assessment will also consist of public outreach within the designated area. At least one (1) public meeting will be held to further determine the extent of the parking issue in the study area.

#### **4.5     *Minimum Threshold Determination.***

In order to qualify for the implementation of the NPPP, conditions in the study area must meet the minimum criteria as established in Section 3.4 of this document. Failure to align with these criteria will result in denial of the neighborhood parking permit application. Town staff is responsible for determining if the application and the study area meet the established criteria and minimum thresholds.

#### **4.6     *Presentation of the Results to the POC and Identification of the Next Steps***

Town staff will meet with the POC to discuss the information that was collected and if it has



met the minimum requirements for a neighborhood parking permit program. If minimum requirements are met and the Staff Team will present the program request, and related application materials, to Town Council for consideration. The decision of whether to approve and implement a Neighborhood Parking Permit Program is at the discretion of Town Council. Should Town Council approve the request, the application will proceed for implementation.

If the thresholds are not met for the study area, the Town will not proceed with the application request. Staff will notify the POC regarding denial of the application request and explain the decision. The area may be “re-studied” after one year to determine if the thresholds are then met.

If the POC so chooses, an appeal of Town’s decision may be made by submitting a written request. This request must be signed by at least 25% of the households who signed the initial petition submitted by the POC. The request must be submitted to the Director of Public Works for an evaluation. Public Works will then present the request to the Public Works Commission for its review and recommendation. This meeting is open to the public and a time will be offered to anyone wanting to speak. Staff will then present the appeal to the Town Council. At this meeting the recommendations of staff and the Commission will be presented. As at the Commission meeting, time will be available for the public to present their information and observations.

If Town Council denies the appeal, the process will stop and the street(s) will be eligible for reevaluation after one year. If Council approves the appeal, the program will move forward.

All residents located within the Study Area will be notified of Town Council’s decision.

#### **4.7 Program Implementation**

Program implementation will begin directly following approval of the application. The program will go into effect 45 days after approval to allow time for permit distribution and signage installation.

Residents within the Study Area will be notified once the program is approved and will receive instructions for requesting parking permits. Proof of residency, driver’s license, and vehicle information will be required for each resident parking permit. All households will receive two (2) resident parking permits plus two (2) visitor parking permits. Permits must be requested by one individual within each residential unit in the approved area. This individual is responsible for the permits assigned to the residence.

After the 45-day implementation period, there will be a 15-day grace period prior to beginning enforcement activities.

#### **4.8 Enforcement**

Parking permit enforcement will be performed by the Castle Rock Police Department. Vehicles within the designated area that do not display a valid parking permit will be subject to warnings and/or citations as defined in the Town of Castle Rock Municipal Code. Vehicle owners are responsible for all citations.

Any individual can contact the Castle Rock Police Department Non-Emergency line at 303-663-6100 to report a non-permitted vehicle.

#### **4.9 Permit Renewal**

Resident and visitor parking permits expire on December 31 of each year. All property owners within the designated area will receive a permit renewal notice in November to request new permits for the next year. It is the responsibility of each resident to renew their parking permit in a timely manner so as to ensure the ability to display a valid permit at all times.