REPORTS

Item No. 8 Paid Parking Sign Changes

STANDING COMMITTEE RECOMMENDATION:

The Standing Policy Committee on Public Works concurred in the recommendation of the Winnipeg Public Service and recommended to Council:

1. That Council authorize the Public Service to request the Province of Manitoba's approval to use the trialed "Payment Required" regulatory signs as enforceable traffic control devices on a permanent basis.

2. That the estimated cost of $160,000 for updated regulatory signs, to be incurred over two years as part of a phased implementation approach, be referred to the 2027 budget update process.

3. That the Proper Officers of the City be authorized to do all things necessary to implement the intent of the foregoing.

DECISION MAKING HISTORY:

Moved by Councillor Chambers,

That the recommendation of the Winnipeg Public Service be concurred in and forwarded to the Executive Policy Committee and Council.

Carried

ADMINISTRATIVE REPORT

Title: Paid Parking Sign Changes

Critical Path: Standing Policy Committee on Public Works – Executive Policy Committee – Council

AUTHORIZATION

Author	Department Head	CFO	CAO
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EXECUTIVE SUMMARY

Winnipeg Parking Authority (WPA) has changed how people pay for on-street parking.

In 2025, the WPA removed all city-owned paystations throughout the city and moved to app-only payment. Parking signage was updated to reflect this change.

On-street signage is governed by Provincial legislation. The Province can allow a new or unapproved traffic device to be put on a road to see how well it works. Typically this can only be done for up to one year.

This report is part of the one-year review required by the Province. It shows the new signs have been effective and recommends that Council ask the Province to approve them for permanent use.

RECOMMENDATIONS

1. That Council authorize the Public Service to request the Province of Manitoba's approval to use the trialed "Payment Required" regulatory signs as enforceable traffic control devices on a permanent basis.

2. That the estimated cost of $160,000 for updated regulatory signs, to be incurred over two years as part of a phased implementation approach, be referred to the 2027 budget update process.

3. That the Proper Officers of the City be authorized to do all things necessary to implement the intent of the foregoing.

REASON FOR THE REPORT

The Public Service is seeking authority to engage another level of government. In accordance with *the Highway Traffic Act, C.C.S.M. c. H60*, the Province of Manitoba's approval was obtained to trial the traffic control device for a period of one year. To ensure the trial sign remains as an enforceable traffic control device, the Province of Manitoba's approval is required to update the Traffic Control Device Regulation.

IMPLICATIONS OF THE RECOMMENDATIONS

There is no cost to request the Province of Manitoba's approval. Once obtained, the Public Service will utilize Winnipeg Parking Authority Capital Budget to replace the existing "Payment Required" stickered signs in a phased approach over two years at a total estimated cost of approximately $160,000.

HISTORY/DISCUSSION

In February 2025, the Public Service began the process of removing street parking paystations as part of planned cost-saving measures. The paystation removal plan optimized operations, reduced costs, and aligned with evolving parking payment trends, particularly the shift toward mobile payments. The plan was implemented and saw the phased decommissioning and removal of all paystations by August 27, 2025.

To ensure all legal risks were considered in the implementation plan, the Public Service drafted a letter to the Province of Manitoba proposing the trial of an updated paid parking sign. These updates are part of the broader initiative to simplify and modernize the parking signage in Winnipeg, making it clearer for all users. The Province granted approval to begin the trial with the signage trial set to run for one year.

Paid Parking Sign: The signs were updated to cover the old paystation graphic with updated wording for 'Payment Required'.

Current/Existing Traffic Control Device

Trial Traffic Control Device

With the removal of all parking paystations on-street, there is no longer a visual cue for the public to know where and how to pay for parking. Since removing paystations from the street, the WPA has supported the transition through public communications that inform users how to pay using the mobile app or pre-paid parking booklets, and the City has expanded its inventory of PayByPhone signage in paid parking areas to provide a clear visual reminder that payment is required and instructions on how to pay. Effective signage remains important to ensuring a positive parking experience.

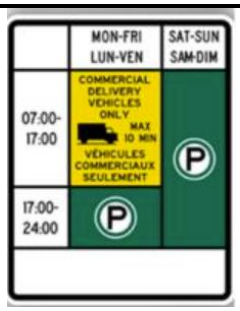
The WPA worked with the Office of Public Engagement on a plan to obtain feedback on the updated regulatory paid parking signs. This involved a cross-Canadian review of paid parking signs, with specific attention to other municipalities where paystations were removed, and the review of concerns and complaints received through 311 and requests for screening of parking penalty notices, specific to changed signage.

Cross-Canadian Review

Across comparable Canadian municipalities, paid parking signage is generally simple, consistent, and focused on clearly communicating that payment is required. Most cities use straightforward wording such as “Pay Parking” or “Payment Required,” while several rely on universally recognized symbols like the “P” symbol, sometimes paired with additional instructions (e.g., “Pay at Machine”).

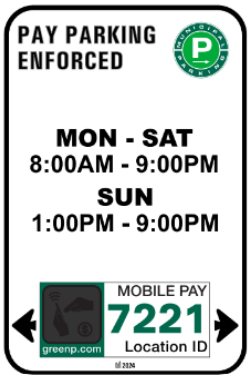
In terms of payment methods, the majority of municipalities continue to support both mobile app payments and paystations. Edmonton and Regina have removed paystations entirely and adopted app-only payment options, with the use of “Payment Required” messaging on their signage. Table 1 shows the results of the Canadian municipalities paid parking signs.

Table 1: Review of paid parking signs used in comparable Canadian municipalities

Municipality	Current wording or symbol on paid parking sign	Payment methods accepted	Signage
Calgary	“Payment Required”	App, Paystation	
Charlottetown	P symbol	App, Paystation	
Edmonton*	“Payment Required”	App	
Fredericton	P symbol	App, Paystation	

Halifax	“Payment Required”	App, Paystation	
Hamilton	P symbol	App, Paystation	
Kelowna	“Pay Parking”	App, Paystation	
Montreal	P$ symbol	App, Paystation	

Ottawa	“Pay at Machine” and P symbol	App, Paystation	
Quebec City	P symbol	App, Paystation	
Regina*	“Payment Required”	App	
Saskatoon	“Pay Parking Zone”	App, Paystation	

St. John's	P symbol	App (PayByPhone), Paystation	
Toronto	"Pay Parking Enforced"	App, Paystation	
Vancouver	"Pay Parking"	App (PayByPhone and Hot Spot), Paystation	
Victoria	P symbol	App (ParkVictoria and Honk), Paystation	

* Cities that removed on-street paystations and are mobile payment only

Changed signs concerns and complaints
Concerns and complaints received through 311, as well as requests for screening of parking penalty notices specifically related to the signage change, were collected from August 28, 2025, to present.

To date, there have been 89 complaints submitted through 311 regarding the removal of paystations. All complaints relate to residents who do not have access to a smartphone or who prefer not to use a smartphone for parking payment. None of the 311 complaints or screening requests have referenced difficulty interpreting the new “Payment Required” signage.

Parking Transactions
Transaction data from 2024 through April 2026 demonstrates that the removal of parking paystations had a relatively limited impact on overall parking transactions. Total transactions declined by four percent in 2025 compared to 2024, decreasing from 2,124,352 transactions to 2,049,274 transactions. While some monthly fluctuations occurred throughout the year, the declines generally remained modest and consistent.

Prior to the paystation removal project, approximately 80 percent of customers were already using the mobile payment application, while only 20 percent continued to use physical paystations. This existing high rate of mobile adoption likely contributed to the smooth transition following the removal of paystations.

Importantly, the last paystation was removed on August 26, 2025. Despite this significant operational and public-facing change — including the removal of the paystation icon from parking signage and the introduction of the new “Payment Required” wording — transaction volumes remained relatively stable. This suggests that the public generally accepted and adapted well to the new paid payment signs.

It is the assertion of the Public Service that the trial traffic control device is a logical change to replace the current/existing traffic control device in the Traffic Control Device Regulation, and this will be the request to the Province.

FINANCIAL IMPACT

Financial Impact Statement **Date:** June 8, 2026

Project Name:

Paid Parking Sign Changes

COMMENTS:

There is no cost associated with recommendation #1. Total capital costs are estimated at $160,000 over a two-year phased implementation period to replace existing "Payment Required" stickered signs with updated regulatory signs. As no approved capital budget currently exists for this work, a budget adjustment is required and to be referred to the 2027 budget update process. The project will be funded through the WPA's retained earnings.

J. Ruby, 2026-06-10

J. Ruby, CPA. CA
Manager of Finance & Administration

CONSULTATION

This Report has been prepared in consultation with:

- Winnipeg Parking Authority

OURWINNIPEG POLICY ALIGNMENT

The changeover to app-based payment systems for parking can be tied to the City's vision of "A SAFE, EFFICIENT AND EQUITABLE TRANSPORTATION SYSTEM FOR PEOPLE, GOODS AND SERVICES", as outlined in the Sustainable Transportation Direction Strategy.

The app-based system is efficient and cost-effective compared to past solutions, and is intended to be an innovation to provide a parking solution to the public that is easy to use. The changeover of the signage is a necessary element in effectively rolling out the app-based parking system citywide.

WINNIPEG CLIMATE ACTION PLAN ALIGNMENT

Consideration was given as to whether this report connects to the Winnipeg Climate Action Plan (CAP), and it was determined that the CAP is not applicable to this specific report.

WINNIPEG POVERTY REDUCTION STRATEGY ALIGNMENT

Consideration was given as to whether this report connects to the Winnipeg Poverty Reduction Strategy (PRS) and its Goals and Objectives, and it was determined that the PRS is not applicable to this specific report.

SUBMITTED BY

Department: Public Works
Division: Transportation
Prepared by: Lisa Patterson, Mgr. Facilities & Operations, Winnipeg Parking Authority
Date: June 15, 2026