SFpark
Pilot Project Evaluation Summary

A summary of the SFMTA's evaluation of the SFpark pilot project
Pilot Project Evaluation Summary

A summary of the SFMTA’s evaluation of the SFpark pilot project
OVERVIEW

SFpark was a federally-funded demonstration of a new approach to managing parking. It used better information, including real-time data where parking is available, and demand-responsive parking pricing to help make parking easier to find.
An overview of SFpark
A summary of the policies of the SFpark pilot project

This section summarizes the policies behind the SFpark pilot project and how the project design enabled a rigorous evaluation.

What is SFpark?

SFpark is the brand for SFMTA’s approach to parking management. SFpark was a demonstration project funded through the Department of Transportation’s Urban Partnership Program. For the SFpark pilot projects, the SFMTA used several strategies to make it easier to find a space and improve the parking experience, including:

- Demand-responsive pricing
- Making it easier to pay at meters and avoid citations
- Longer time limits
- Improved user interface and product design
- Improved information for drivers, including static directional signs to garages and real-time information about where parking is available on- and off-street
- Highly transparent, rules-based, and data-driven approach to making changes to parking prices

SFpark piloted and cultivated several emerging technologies, including smart meters, parking sensors, and a sophisticated data management tool.

Demand-responsive pricing

At the heart of the SFpark approach is demand-responsive pricing, whereby SFMTA gradually and periodically adjusted rates up or down at meters and in garages. The goal was to achieve a minimum level of availability so that it was easy to find a parking space most of the time on every block and that garages always have some open spaces available. Furthermore, meeting target availability also means improving utilization of parking so that spaces—on-street or off—would not sit unused.

On-street

For on-street parking, the SFpark used occupancy data from in-ground parking sensors in each space to adjust rates at meters up or down to help achieve the target occupancy rate of 60–80 percent. Each data-driven rate adjustment used the following rules. When average occupancy was:

- 80–100 percent, the hourly rate was raised by $0.25
- 60–80 percent, the hourly rate was not changed
- 30–60 percent, the hourly rate was lowered by $0.25
- Less than 30 percent, the hourly rate was lowered by $0.50

Hourly rates were not allowed to exceed $6.00 per hour or go below $0.25 per hour. SFpark adjusted on-street rates about every eight weeks starting in August 2011. Over the course of the two-year pilot evaluation period (i.e., through June 2013), the SFMTA made ten on-street rate adjustments.

Off-street

As parking garages were converted to the SFpark approach, the SFMTA simplified rate structures, reduced discounts that previously encouraged peak hour commuting (e.g., early bird, daily, monthly), and moved to time-of-day pricing to make sure rates between meters and garages were easy to compare, and to make it easier for customers to understand what they would be charged. Thereafter the SFMTA changed hourly rates quarterly according to the following rules. When average occupancy was:

- 80–100 percent, the hourly rate was raised by $0.50
- 40–80 percent, the hourly rate was not changed
- Less than 40 percent, the hourly rate was lowered by $0.50

Evaluating SFpark

The SFMTA used data gathered during the pilot period to evaluate how effectively the SFpark approach delivered the expected benefits. To isolate and measure the effects of these policy changes, the SFMTA designated seven parking management districts as pilot areas, which included 6,000 metered spaces, or a quarter of the city’s total metered parking spaces, and 12,250 spaces in SFMTA-administered garages, or 75 percent of the off-street spaces managed by the SFMTA. The SFMTA also used two additional areas as control areas where no changes to parking management or technology were implemented. The SFMTA collected “before”, “mid-point”, and “after” data in both pilot and control areas.

This document summarizes the SFMTA’s evaluation of the SFpark pilot project. The full evaluation is available at SFpark.org.

Download the full evaluation at:  
SFpark.org/docs_pilotevaluation
EVALUATION

As a federally-funded demonstration of a new approach to managing parking, the SFpark project collected an unprecedented data set to enable a thorough evaluation of its effectiveness.
SFMTA evaluation results
An overview of the benefits of the SFpark pilot project

The SFMTA evaluated the SFpark pilot project to see how effectively this approach to managing parking delivered the expected benefits. This section outlines what the SFMTA learned from this evaluation and provides transportation managers in other cities an overview of how parking management can help achieve their goals.

Rate change summary

Over the course of the SFpark pilot project, the SFMTA lowered the average hourly rate at meters by 11 cents from $2.69 to $2.58 and average hourly rates at SFpark garages by 42 cents from $3.45 to $3.03.

SFpark improved parking availability

While the SFpark pilot project had many goals, its primary focus was to make it easier to find a parking space. More precisely, the goal was to increase the amount of time that there was parking available on every block and improve the utilization of garages. Besides helping drivers, making it easier to park more of the time was expected to deliver other benefits (e.g., reducing circling, double parking, greenhouse gas emissions, etc.).

Even as the economy, population, and overall parking demand grew, parking availability improved dramatically in SFpark pilot areas. The amount of time that we achieved the target parking occupancy (60 to 80 percent) increased by 31 percent in pilot areas, compared to a 6 percent increase in control areas. On blocks where people paid the meter most of the time (in high payment compliance or “HP” pilot areas) where we would expect pricing to be most effective, achievement of the 60 to 80 percent target occupancy rate nearly doubled.

Even more importantly, the amount of time that blocks were too full to find parking decreased 16 percent in pilot areas while increasing 51 percent in control areas. In other words, SFpark made it easier for drivers to quickly find parking spaces. In areas where people pay at the meter most of the time, the impacts were even more notable, with a 45 percent decrease.
Secondary benefits

This section outlines the benefits of meeting occupancy goals and making sure that there are open parking spaces.

It is easier for drivers to find a parking space. In SFpark pilot areas, the amount of time most people reported that it took to find a space decreased by 43 percent, compared to a 13 percent decrease in control areas.

Traffic speed improved. While overall traffic speed decreased, it decreased by 3 percent in areas with improved parking availability, compared to a decrease of 6 percent in areas with worsened parking availability.

Vehicle miles traveled decreased. As a result of less circling, pilot areas saw a 30 percent decrease in vehicle miles traveled from 8,134 miles per day in 2011 to 5,721 miles per day by 2013. Control areas saw a 6 percent decrease.

Net parking revenue increased slightly. Though the purpose of SFpark was to deliver transportation, social, and environmental benefits, it also appears to have, in total, increased SFMTA net parking revenues by approximately $1.9M per year. In comparing the pilot areas to citywide trends, the installation of credit card enabled parking meters and longer time limits in SFpark areas appears to have increased net annual revenues from meters by approximately $3.3M from FY2011 to FY2013. In the same period, annual citation revenues appear to have decreased by approximately 30.5% in SFpark pilot areas (a decrease 10 percent greater than the citywide trend of declining citation issuance). SFpark appears to have slightly slowed the growth of revenue for garages, accounting for about $0.9M in annual revenue that may have been earned had SFpark garage revenue grown at the same pace as non-SFpark garage revenue, though revenue from SFpark garages increased at a faster rate since FY2012. Annual parking tax collected in pilot areas increased by $6.5M, or 43 percent, during the same period, compared to a 5 percent increase in the rest of the city, but it is unclear what portion of that is attributable to SFpark.

Improved availability supports economic vitality. While available data does not allow us to confirm a causal relationship, the SFMTA assumes that improving parking availability improves customer access to commercial districts and therefore supports economic vitality.

Safer streets because of reduced vehicle miles traveled and less distracted driving. The SFMTA assumes that reducing circling by distracted drivers looking for parking helps to reduce collisions with pedestrians, cyclists, and other cars.

Peak period congestion decreased. SFpark encouraged people to drive at non-peak times and improved parking availability when it mattered most. On-street parking availability improved by 22 percent during peak periods, compared to 12 percent during off-peak. In SFpark garages, morning peak entries rose 1 percent while off-peak entries rose 14 percent, and evening peak exits rose 3 percent while off-peak exits rose 15 percent. This suggests that SFpark helped to reduce peak-period congestion, which makes the roads flow more smoothly for drivers and transit.

Traffic volume decreased. In both pilot and control areas, where parking availability improved, traffic volume decreased by approximately 8 percent, compared to a 4.5 percent increase in areas where parking availability worsened.

Greenhouse gas emissions decreased. Drivers generated 7 metric tons of greenhouse gas emissions per day looking for parking in pilot areas. This dropped by 30 percent by 2013, compared to a decrease of 6 percent in control areas.

Peak period congestion decreased. SFpark encouraged people to drive at non-peak times and improved parking availability when it mattered most. On-street parking availability improved by 22 percent during peak periods, compared to 12 percent during off-peak. In SFpark garages, morning peak entries rose 1 percent while off-peak entries rose 14 percent, and evening peak exits rose 3 percent while off-peak exits rose 15 percent. This suggests that SFpark helped to reduce peak-period congestion, which makes the roads flow more smoothly for drivers and transit.

Traffic volume decreased. In both pilot and control areas, where parking availability improved, traffic volume decreased by approximately 8 percent, compared to a 4.5 percent increase in areas where parking availability worsened.
**Case study: Fillmore**

The Fillmore pilot district illustrates how demand-responsive pricing improved both parking availability and parking utilization. Prices decreased on blocks that were underused, which increased use, and prices increased on blocks that were too full, which tended to lower occupancy into the target range.

With each data-driven rate adjustment, SFpark followed this set of rules:

- When occupancy was 80–100 percent, the hourly rate increased by $0.25.
- When occupancy was 60–80 percent, the hourly rate was not changed.
- When occupancy was 30–60 percent, the hourly rate decreased by $0.25.
- When occupancy was less than 30 percent, the hourly rate decreased by $0.50.

In the Fillmore pilot area, the average hourly cost of metered parking increased during the pilot period from $2.00 per hour to $2.37 per hour.

---

### Pricing and occupancy summary

#### Weekdays 9am to 6pm | Average weekday rate change: $0.37

50% of blocks with rate increase

<table>
<thead>
<tr>
<th>Timeband</th>
<th>Before</th>
<th>After</th>
<th>Net</th>
<th>Before</th>
<th>After</th>
<th>Net</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open to noon</td>
<td>$2.00</td>
<td>$2.25</td>
<td></td>
<td>48</td>
<td>70</td>
<td>22</td>
</tr>
<tr>
<td>Noon to 3pm</td>
<td>$3.00</td>
<td>$3.58</td>
<td></td>
<td>83</td>
<td>70</td>
<td>13</td>
</tr>
<tr>
<td>3pm to close</td>
<td>$2.25</td>
<td>$2.61</td>
<td></td>
<td>84</td>
<td>71</td>
<td>3</td>
</tr>
</tbody>
</table>

42% of blocks with rate decrease

<table>
<thead>
<tr>
<th>Timeband</th>
<th>Before</th>
<th>After</th>
<th>Net</th>
<th>Before</th>
<th>After</th>
<th>Net</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open to noon</td>
<td>$2.00</td>
<td>$1.85</td>
<td></td>
<td>61</td>
<td>65</td>
<td>4</td>
</tr>
<tr>
<td>Noon to 3pm</td>
<td>$3.00</td>
<td>$2.61</td>
<td></td>
<td>68</td>
<td>61</td>
<td>7</td>
</tr>
<tr>
<td>3pm to close</td>
<td>$2.00</td>
<td>$1.11</td>
<td></td>
<td>62</td>
<td>64</td>
<td>2</td>
</tr>
</tbody>
</table>

8% of blocks with no change overall

<table>
<thead>
<tr>
<th>Timeband</th>
<th>Before</th>
<th>After</th>
<th>Net</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open to noon</td>
<td>$2.00</td>
<td>$2.00</td>
<td></td>
</tr>
<tr>
<td>Noon to 3pm</td>
<td>$2.00</td>
<td>$2.00</td>
<td></td>
</tr>
<tr>
<td>3pm to close</td>
<td>$2.00</td>
<td>$2.00</td>
<td></td>
</tr>
</tbody>
</table>

---

### Hourly garage rates

- $1.00 or more decrease
- $0.01 to $1.00 decrease
- No change
- $0.01 to $1.00 increase
- No overall rate change

---

### Hourly meter rates

- $0.25 to $0.25 decrease
- $0.25 to $0.25 increase
- $0.25 to $0.25 increase
- $0.25 to $0.25 increase
- No overall rate change

---

### Average occupancy: before

#### Weekday average, 9am to 6pm

- 0–30%
- 30–60%
- 60–80%
- 80–100%

---

### Average occupancy: after

#### Weekday average, 9am to 6pm

- 0–30%
- 30–60%
- 60–80%
- 80–100%

---

1. These blocks may have seen a price decrease mid-way through but by rate adjustment 10 were at a higher price than they were before SFpark
2. These blocks may have seen a price increase mid-way through but by rate adjustment 10 were at the same price as they were before SFpark
3. These blocks may have seen a price change mid-way through but by rate adjustment 10 were at a lower price than they were before SFpark
Additional findings: meters are effective parking management tools

Demand-responsive pricing helps to improve parking management and optimize outcomes, but the starkest improvements come from whether or not (or when) parking meters are used as parking management tools.

Though not the purpose of the SFpark pilot project, one of the clearest findings of this evaluation is that parking meters are extremely effective at managing parking demand, helping to achieve parking occupancy goals, and thereby achieving other goals such as reducing circling and greenhouse gas emissions.

For example, starting to enforce meters on Sundays in January 2013 resulted in improved parking availability, parking search time, and parking turnover on Sundays. Additionally, the SFMTA introduced new meters on many blocks in 2011, resulting in improved parking availability. Prior to installing meters, parking was too full 90 percent of the time. After installing meters, this dropped to just 15 percent of the time.

Evenings provide additional evidence; parking occupancy spikes approximately 30 minutes before the SFMTA stops operating meters (typically around 6pm) making parking often hard to find in the evening in San Francisco’s commercial areas.

One of the largest confounding factors for the project evaluation is the fact that the two-year SFpark pilot began as San Francisco was emerging from the economic recession of 2008-2010. This is in addition to other possible confounding factors such as the unknown variations in the level of parking enforcement, the increase in bicycling and ride sharing, improvements to transit service, capital projects impacting San Francisco’s streets, and other changes to the built environment. This evaluation incorporates our best effort to address these challenges and accurately assess the effects of SFpark.

Payment compliance: findings and challenges

While demand-responsive pricing delivers the benefits we expected, those benefits are more pronounced when most people pay at the meter. Data from this evaluation confirmed that many blocks consistently had low payment compliance, which is when cars are parked without paying the meter.

HP blocks, or blocks with high payment compliance where at least 80 percent of occupied time was paid for, saw the biggest improvements in several indicators. This suggests that improving parking enforcement to increase compliance rates has the potential to increase the social and transportation benefits of parking management. This also highlights why it is desirable for cities to strive to ask all drivers to pay at the meter; the more drivers that are exempted from paying the meter, the less that demand-responsive parking pricing will deliver benefits.