

COMMUNITY SERVICES DIVISION



2021

Community Standards

# YEAR-END REPORT



# WELCOME

Welcome to the 2021 Year-end Report of the Community Standards Department, which highlights some of the important initiatives and accomplishments from the past year and provides a look ahead to 2022.

The Community Standards Department was established in 2014 and is committed to supporting a safe and vibrant community by ensuring that reasonable community standards are maintained. With a focus on information and education, the Department has developed strategies to better assist the community when it comes to matters related to bylaw enforcement, business and taxi licensing, and parking services. While the Department manages a diverse portfolio of work, the commitment to provide a high level of customer service to residents and the business community continues to drive decisions and priorities.

The COVID-19 pandemic remained a challenge throughout 2021. As the conditions surrounding health and safety practices continued to change, the Department adjusted service levels to better accommodate the community's needs and

expectations and to ensure employee and customer safety. Staff continued to focus on educating residents on commonly-held community expectations and regulations and work together with the public to resolve complex concerns.

The Community Standards Department is comprised of 36 staff, plus additional contract staff. Throughout 2021, staff continued to provide services remotely, where possible, and conduct daily operations with health and safety in mind.

## 2021 BY THE NUMBERS

**12,228** total business licensed

**\$3.9 million** in parking program revenues

**4,435** investigations related to bylaw enforcement

**748** sign permits and portable sign licenses

**3,211** parking permits issued



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- ▶ Undertook 4,435 investigations related to the administration and enforcement of bylaws
- ▶ Issued 711 portable sign licenses and 37 sign permits
- ▶ Completed 474 development permit inspections to confirm that required site landscaping and off-street parking was established per the approved development permit
- ▶ Licensed 1,171 new businesses, reaching a record total of 12,228 businesses
- ▶ Licensed 212 taxis, six brokerages, and one transportation network company
- ▶ Licensed 12 parking patios and 20 sidewalk cafes
- ▶ Removed 1,157 retired parking meter posts from City property
- ▶ Investigated 7,378 reports of parking violations throughout the City
- ▶ Attained payment for over 3,700 long overdue parking tickets through the Chronic Offender Parking Enforcement Program
- ▶ Issued 2,982 Residential Parking permits, 217 Temporary Reserved Parking permits, and 12 Disabled Parking permits



# BYLAW COMPLIANCE

The Bylaw Compliance Section is a focal point for customers seeking assistance on bylaw or regulatory compliance and is comprised of 14 staff members. The Bylaw Compliance Section oversees the administration and enforcement of the following civic bylaws:

1. The Traffic Bylaw (No. 7200)
2. The Temporary Sign Bylaw (No. 7491)
3. The Poster Bylaw (No. 7565)
4. The Drainage Bylaw (No. 9772)
5. The Sidewalk Clearing Bylaw (No. 8463)
6. The Zoning Bylaw (No. 8770)
7. The Sewer Use Bylaw (No. 9466)

Bylaw Compliance's primary focus aims to educate residents on common bylaw regulations and generally-held expectations towards being a good neighbour. In 2021, staff had an estimated 10,500 initial public interactions completed by phone, email or in-person communication.

In addition to enforcing and providing education on the above-noted bylaws, staff review all sign permit applications for compliance with the Zoning Bylaw, review sewer use permits for compliance with the Sewer Use Bylaw and inspect development sites to ensure off-street parking and site landscaping is completed, in accordance with zoning requirements.

## 2021 ACCOMPLISHMENTS

### Continued Customer Service Delivery during the Pandemic

Bylaw Compliance staff remained operational working from home throughout 2021. Field inspections continued, though inspection methods evolved throughout the year in the interest of staff and customer safety. As staff adapted to the changes necessitated by the pandemic, the intake of bylaw-related enquiries and complaints remained on pace with the record high number of phone calls, emails and web-form complaint submissions received in 2020.

Customer service staff responded to 5,921 enquiries related to general bylaw questions and concerns. The annual totals from all bylaw-related enquiries are identified in Figure 1 and include 3,860 email submissions and 2,061 phone calls to the Bylaw Compliance hotline resulting in approximately 28 enquires per day. Even with the significant increase in the volume of enquires, customers were provided with an initial response acknowledging receipt or providing the customer with the information they were seeking within one business day. A significant number of enquiries were related to general questions and not all led to the initiation of a formal complaint file or an inspection by a Bylaw Inspector. Of the total enquiries, 37% of the emails received were related to concerns outside of the jurisdiction of Bylaw Compliance.

Bylaw Inspectors continued to work with modified inspection procedures to keep themselves and the public safe. Inspections were conducted with prescribed personal protective equipment (PPE), the number of persons in a building were kept to a minimum, in-person discussions took place outdoors, physical distancing was always observed, and where practical, virtual inspections were conducted.

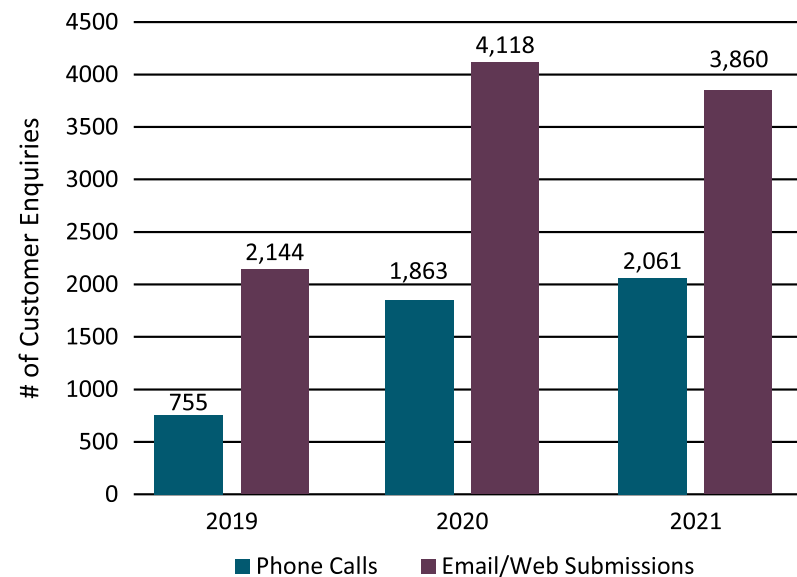
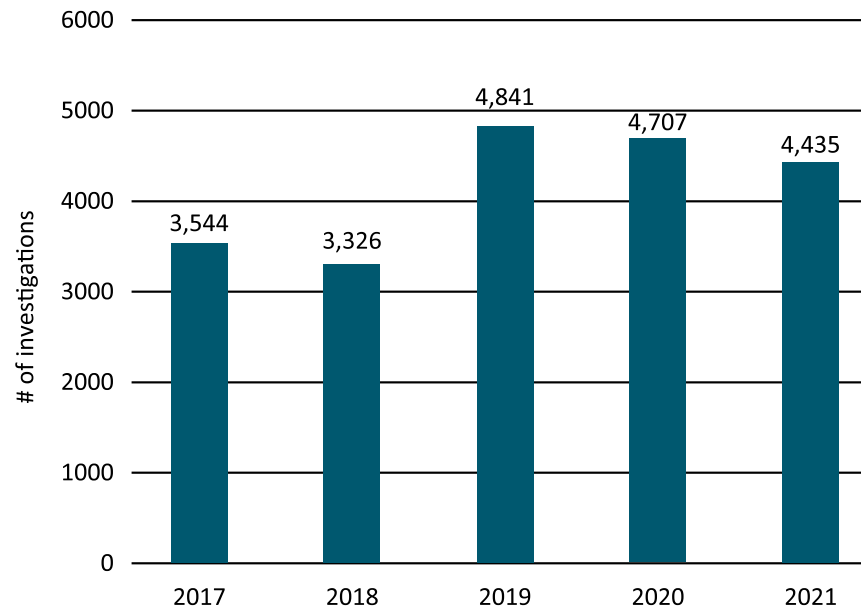


Figure 1 – Total bylaw related enquiries, 2019 – 2021

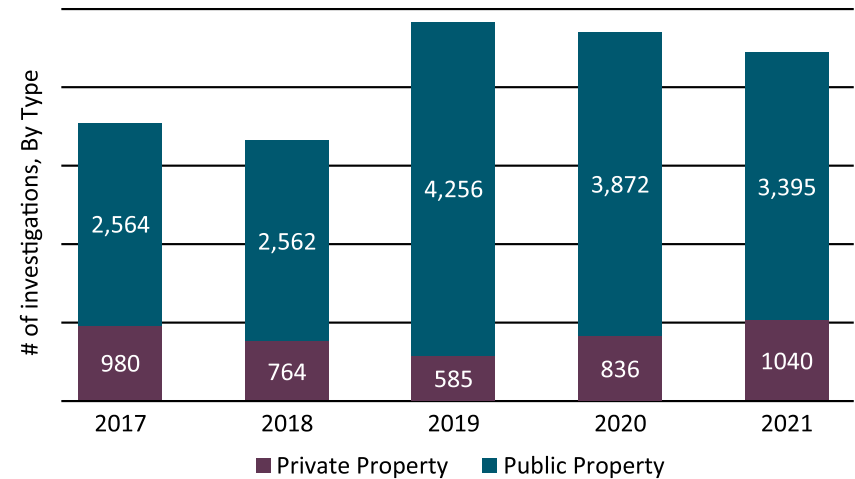
## 2021 Bylaw Investigations

Bylaw Inspectors conducted 4,435 inspections related to the administration and enforcement of bylaws under the purview of Bylaw Compliance. The administration and enforcement of these bylaws is primarily complaint driven. In contrast, a total of 4,707 inspections were completed in 2020, as indicated in Figure 2.



**Figure 2 – Bylaw Compliance investigation totals, 2017 – 2021**

There was a slight reduction in public property (right-of-way) bylaw investigations (3,395 down from 3,872 in 2020), resulting from a lighter snow season in the first quarter of 2021. Private property inspections increased from 836 in 2020 to 1,040 in 2021. Figure 3 shows the breakdown of annual private property investigations and public property investigations.



**Figure 3 – Private property and public property investigation totals, 2017 – 2021**

## Permits

The Zoning Bylaw regulates signage for the purpose of allowing businesses and other organizations to advertise and promote, while ensuring standards of public safety and community aesthetics are maintained. Bylaw Compliance reviews sign permit applications, requests for portable sign licenses, and ensures compliance with the relevant bylaw regulations is achieved. In 2021, 711 portable sign licenses and 37 sign permits were issued. This was a record year for portable sign licenses, exceeding the previous high of 648 licenses in 2019.

Bylaw Compliance also reviews sewer use permits for compliance with the City's Sewer Use Bylaw to ensure that harmful discharges to the sanitary sewer system are mitigated. In 2021, six special discharge sewer use permits were issued.

## Legalizing Existing Suite (LES) Program

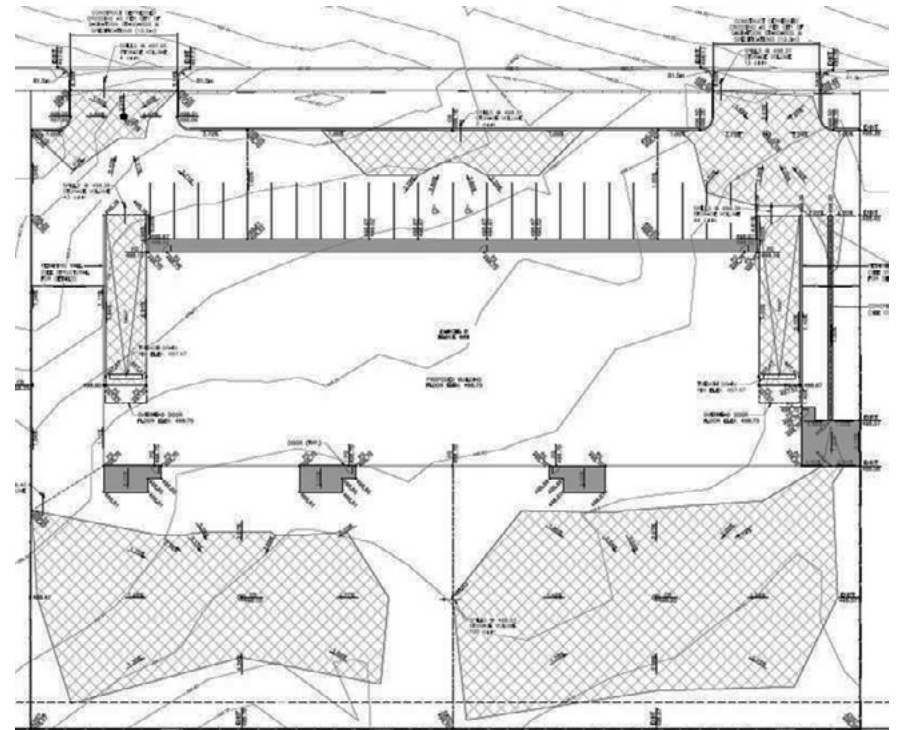
Bylaw Compliance administers the LES program, which provides a cost-effective option for owners to upgrade existing suites that were in place prior to January 1, 1999. The LES program ensures that critical life safety items are in place helping to facilitate safer accommodations for tenants. In 2021, 34 occupancy permits for legalized suites were issued (up from 17 in 2020).

## Development Permit Inspections

Bylaw Compliance conducts development permit inspections to ensure required site landscaping and off-street parking on new development sites are completed in accordance with the plans submitted with the respective development permit applications. In 2021, 475 development permits were closed through inspections confirming these requirements were in place. In comparison, a total of 461 development permits were completed in 2020.

## Drainage Regulation

In 2021, work progressed on the Drainage Regulation Project and the new Drainage Bylaw (No. 9772) was approved by City Council on July 26<sup>th</sup>, 2021. The new bylaw provides a comprehensive set of tools to address conflicts posed by improperly graded sites. Development of the new bylaw included extensive internal and external stakeholder engagement and facilitates site grading plan review and inspection requirements for infill and commercial permit development. Between October 14<sup>th</sup> and December 31<sup>st</sup>, Bylaw Compliance reviewed 25 site grading plans for new infill development as part of the residential building permit process.



**Site Grading Plan Example**

Extensive work was put into updating the [Lot Drainage webpage](#) where residents and developers can find educational resources to help ensure proper lot grading and bring awareness to changes in development requirements.

## Educational Resources

Educating the public of bylaw-related matters and responsibilities continues to be a key strategy for Bylaw Compliance. Since the release of the Good Neighbour Guide in 2020, the print-friendly document on the City's website has had over



26,000 interactions through direct traffic and social media posts. In general, views of the Bylaw Compliance website pages last an average of 3 minutes, 27 seconds per user. In 2021, educational documents located on Bylaw Compliance's website page had 22,997 unique views, including:

- [Bylaw Complaint Page](#) – 8,088 views
- [Good Neighbour Guide](#) – 7,173 views
- [Lot Drainage Page](#) – 6,992 views
- [Sewer Use Page](#) – 744 views



## LOOKING AHEAD TO 2022

- **Back Lane Tree Maintenance Review**

In Winter 2021, Bylaw Compliance brought forward a report to the Standing Policy Committee on Planning, Development and Community Services that identified potential bylaw options to regulate the maintenance of back lane tree growth, address back lane tree maintenance issues, and facilitate a more centralized administration process. In 2022, further work will be undertaken on the development of a bylaw to address back lane tree growth issues with a targeted implementation date of 2023.

- **Traffic Bylaw Amendments**

Bylaw Compliance has limited enforcement tools to address encroachments on City right-of-way (ROW), including items such as fences and retaining walls. A report to the Standing Policy Committee on Transportation will be tabled in 2022 outlining current practices and potential options for better addressing enforcement of unauthorized use of ROW.

- **Drainage Regulation Project Completion**

While the majority of the Drainage Regulation Project has been completed, a few initiatives remain including:

- Park drainage infrastructure improvements; and
- Potential specifications for new low-density suburban development aimed at ensuring compliance with back of lot grading.

Stakeholder engagement will continue on these remaining initiatives. Additionally, during Q1 2022, several new specifications were implemented in the new Neighbourhood Design and Development Standards Manual including:

- Consideration for rear property line design elevations and slopes, within lot grading plans, to provide greater consistency of lot drainage types within a given block;
  - Guidelines on garage pad design elevations on lot grading plans to facilitate adjacent attached garage construction at the same elevation; and
  - Increased requirements for catch basin amounts to better manage back-of-lot drainage.
- **Update Existing Educational Materials**

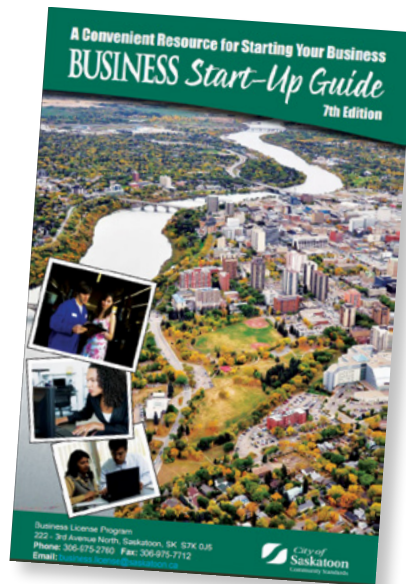
Public education is at the core of the section's business. In 2022, Bylaw Compliance plans to review all educational materials and ensure they are relevant, meet current regulations, and address common bylaw concerns. Like the Good Neighbour Guide, these documents will provide a lighthearted yet informative approach to bylaw matters.



# LICENSING AND PERMITTING

The Licensing and Permitting Section ensures that commercial, industrial, and home-based businesses follow City zoning and building requirements, and provincial and federal license requirements through the application of the Business License Bylaw (No. 9746) and all related bylaws and council policies. This section also manages taxi and rideshare licensing and plays a key role in bylaw and policy review and development within the corporation. Section responsibilities include:

- Reviewing applications for new business licenses, as well as annual renewals, and ensuring development standards and zoning requirements are met;
- Amending and developing related policies and regulations;
- Collecting and disseminating licensing and business profile data for various publications;
- Publishing the Business Start-Up Guide, and creating other information, including brochures and documents;
- Conducting inspections to ensure compliance with bylaws;
- Reviewing and approving applications for outdoor sidewalk cafes and parking patios, mobile food trucks, mobile vendors, and food carts; and,
- Management, administration, and enforcement of the Vehicle for Hire Bylaw (No. 9651).



for a new license or renew an existing licensing was not disrupted at any point. In 2021, 1,171 new businesses were licensed, bringing the total number of businesses to a new record high of 12,228.

In the 2020 Community Standards Year-end Report, business license data from 2020 was included with an explanation that business closure information is not received in real time; there is a delay when a business closes and when the closure is recorded. Licensing and Permitting previously reported that it will take an additional year of collecting data before the pandemic's impact on licensed businesses is reflected in the data. In addition to the 2021 business license data, Figure 5 shows updated data for 2020 that reflects additional business closure information received in 2021. An additional 444 business closures in 2020 were reported after the year-end cut-off, reducing the total number of businesses in 2020 from 12,073 to 11,629. Delays in receiving business closure information has continued in 2021 and is largely attributed to being unable to contact businesses which are temporarily closed. As more information about permanent closures becomes available, the data will be updated in future reports to reflect this.



## 2021 ACCOMPLISHMENTS

### Continued Business Growth Throughout the Pandemic

Licensing and Permitting remained fully operational and maintained service levels to businesses throughout 2021. Service was provided remotely and the ability to apply

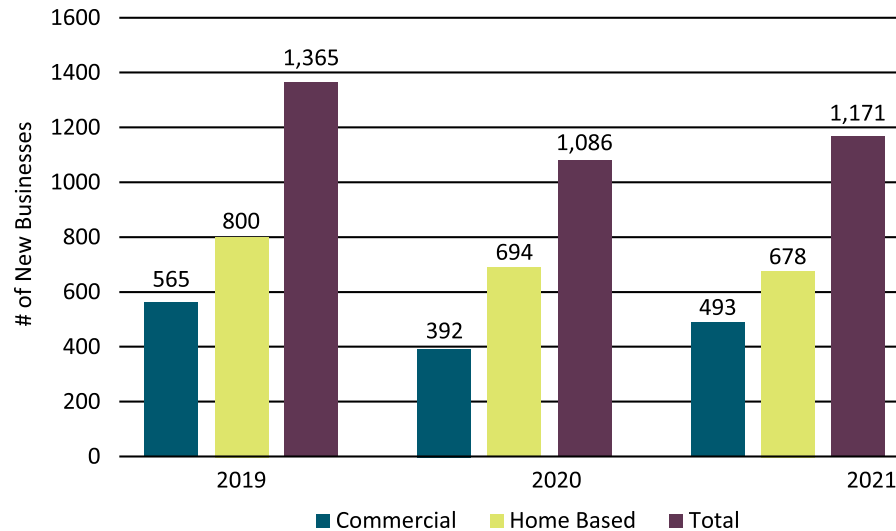


Figure 4 – Total number of new businesses, 2019 – 2021

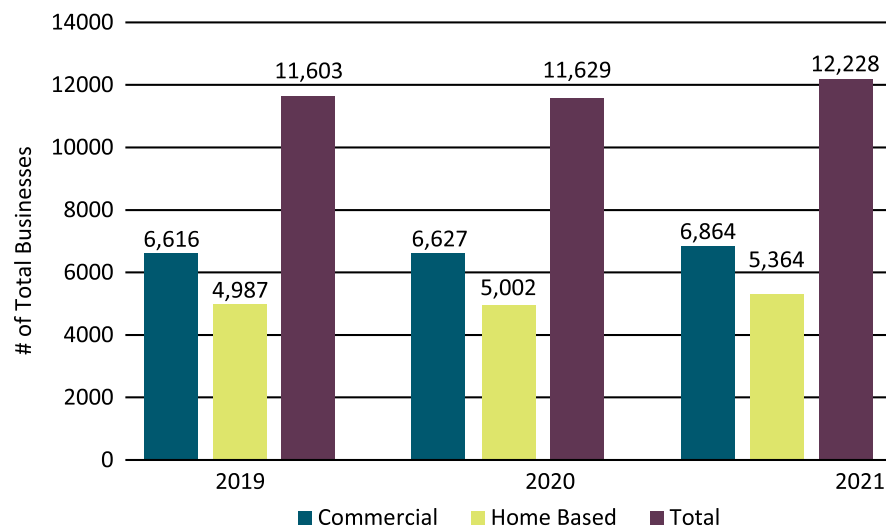


Figure 5 – Total number of businesses (based on the number of businesses licensed), 2019-2021

## Parking Patios

Parking patios are a temporary conversion of public parking stalls on the City street that accommodate tables and chairs for outdoor dining. This generally involves constructing a raised deck or platform in the parking stall to provide seating or by providing seating on the sidewalk and constructing a boardwalk in the parking stall. These conventional parking patios have been licensed in the City since 2015. A parking patio is considered an extension of a Commercial Business License for a restaurant and therefore an additional license fee is not required. Typically, a parking fee is charged through the Temporary Reserved Parking (TRP) program based on the number of parking spaces being used and includes the number of paid parking days during which the parking patio is in place.

In 2020 and 2021, the parking fees for parking patios were waived by City Council to support businesses in providing additional outdoor seating options during the pandemic. To further support businesses, City Council permitted parking patios to operate in winter 2020/2021. Previously, parking patios were only permitted from April until October. Based on the success of the 2020/2021 pilots, amendments to the [Parking Patio Guidelines](#) to permanently permit parking patios to operate year-round were approved by City Council.

City Council also resolved to permit temporary asphalt parking patios to be operated in the curb lane without a raised deck, for the 2020 and 2021 operating seasons. 12 businesses participated in the parking patio program in 2021. Further reporting on a potential permanent asphalt parking patio program will be provided in 2022.



## Business License Application Fees

At the direction of City Council, as part of the 2022/2023 Multi-Year Business Plan and Budget, engagement with the business community focusing on the structure of business license application fees and the content of reporting was undertaken. The Business License Program operates on a cost-recovery basis supported by application fees and is not funded through the mill-rate. Application fees for most businesses are \$125 for the first year and \$85 to renew annually. Due to greater administrative costs of maintaining the program, certain specialty programs including cannabis-related businesses, pawnshops, adult services, and food trucks are required to pay higher fees.

Only 5% of respondents were not satisfied with the current level of reporting. The most common requests for additional reporting were related to providing more links on finding existing reporting related to program expenses and revenue. Website edits were undertaken so that links to budget information were included with the most popular and commonly accessed program reports and documents.

Business owners were also asked whether they prefer the current fee structure or a flat fee structure where all types of businesses, including new and renewal, are the same. It was found that 79% of businesses were in support of maintaining the existing fee structure. For that reason, a complete restructuring of the fee schedule was not recommended.

While a complete overhaul was not required, the data suggested that adjustments to cannabis business license fees were needed. In 2021, a greater number of new cannabis-related businesses were licensed than anticipated. This, coupled with increases in compliance and a reduction in administrative resources required, led to City Council adopting amendments to the cannabis business license application fees to reduce the fees for a new license from \$4,500 to \$500.

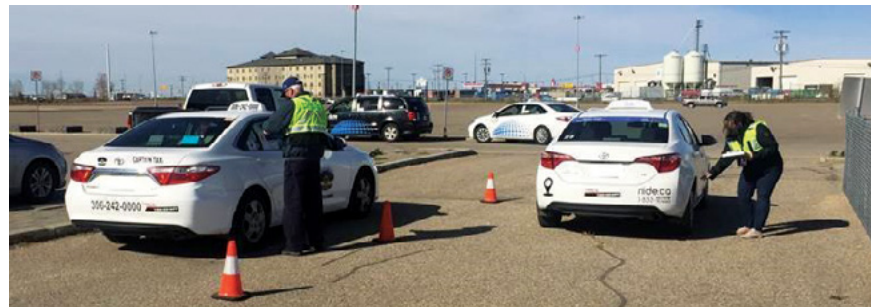
## Vehicles for Hire

In December 2018, the provincial Vehicles for Hire Act came into force, permitting ridesharing in Saskatchewan. Extensive engagement with the taxi industry was undertaken to develop the municipal regulations for transportation network companies (TNC) and to identify amendments required for taxi regulations. With the

regulations in effect for approximately two years, additional consultation with taxi and TNC industries was undertaken to ensure as much parity as possible between the regulations for these ridesharing services.

Engagement sessions with stakeholders in the vehicle for hire industry including transportation network companies, taxi brokerages, taxi plate owners and taxi drivers were conducted. Following these sessions, comments and requests were shared with all other stakeholders for their input. The report identified 12 issues raised in the stakeholder engagement sessions, largely related to requests from taxi industry stakeholders seeking additional regulations or restrictions on the TNC industry. City Council adopted one of the proposed changes – increasing the maximum vehicle age of a taxi to 10 model years to align with transportation network company vehicles.

Additionally, the vehicle for hire wait time analysis was completed in 2021. The analysis compared wait times for taxi service from 2017 and 2018 (prior to the introduction of TNC's) with data from 2019 to 2021. The analysis found the percentage of taxi trips with a wait time of 10 minutes or less increased from 81% to 87%. The percentage of wheelchair accessible taxi trips meeting a 15 minute or less wait time also increased from 57% to 90%, which was due to a decrease in demand during the pandemic and new procedures were put in place by taxi brokerages to better serve customers in residential care homes and other multi-unit buildings.



Tables 1 and 2 set out the annual licensing fees, fares and charges as established in the Vehicles for Hire Bylaw.

**Table 1 – Transportation Network Company and Taxi Fees**

Transportation Network Company		Taxi	
Fees and Surcharges	Amount	Fees and Surcharges	Amount
TNC Licence Fee - 1 to 10	\$2,500	Taxi Licence Fee	\$525
TNC Licence Fee - 11 to 50 TNC vehicles	\$12,500	Taxi Broker Licence Fee	\$305
TNC Licence Fee - More than 50 vehicles	\$25,000	Taxi Driver Licence Fee	\$35
Per-Trip Fee	\$0.20	Wheelchair Accessible Taxi Licence Fee	\$25
Per Trip Accessibility Surcharge	\$0.07	Temporary Wheelchair Accessible Taxi Licence Fee	\$25
		Enterprise Taxi Licence Fee	\$350
		Taxi Licence Transfer Fee	\$375
		Wheelchair Accessible Taxi Licence Transfer Fee	\$375
		Owner Plate Replacement Fee	\$25
		Enterprise Taxi Lottery Participation Fee	\$50

**Table 2 – 2021 Transportation Network Company and Taxi Fares**

Transportation Network Company	Taxi
<b>General Fares</b>	
Minimum Fare: \$3.75	Minimum Fare: \$3.75 for the first 125 metres or portion thereof
	\$0.25 for each additional 117 metres or portion thereof
	\$0.25 for each additional 35 seconds of time while the taxi is on a trip, including waiting at the request of passengers
<b>General Van Fares</b>	
	1.5 times the amount shown on the taximeter when a van taxi is carrying five or more passengers or is carrying an amount of luggage or freight that cannot be accommodated by a sedan-type taxi.
<b>Hourly Fares</b>	
	\$40.00 per hour up to 16 kilometres; and
	\$2.14 for each additional kilometre in excess of 16

## LOOKING AHEAD TO 2022

- **Short Term Accommodations**

In August 2020, City Council adopted amendments to the Zoning Bylaw and Business License Bylaw to update existing land use, zoning, and licensing regulations for short-term rentals in dwellings. This included repealing and replacing the bed and breakfast home land use with the new homestay land use, and adding the new short-term rental property land use to address accommodations that are not in the principle residence of the host.

In adopting these amendments, City Council directed that further reporting on the implementation of the bylaw be provided. This project will provide an update on short-term accommodations in Saskatoon, any changes to regulations in other Canadian municipalities, and recommendations on potential amendments that may be required to ensure the regulations remain effective.

- **Sign Regulation Review**

To ensure regulations are relevant to current issues and expectations, a review of the Sign Regulations found in the Zoning Bylaw is required. The review process allows community stakeholders to have a meaningful opportunity to provide input to the regulations. Engagement and subsequent reporting are planned for 2022. Project focus includes dark sky compliance considerations, cannabis sign regulations contained in the Cannabis Business License Bylaw (No. 9525) and addressing housekeeping and administrative matters.

- **Enterprise Taxi Licenses**

The Enterprise Taxi License Program was adopted by City Council in April 2019 as a replacement program for the previous Seasonal Taxi License Program. Unlike a standard taxi license, the plate is not permanent and cannot be owned or transferred. Instead, the plates are awarded by a lottery to experienced taxi drivers. There are currently 35 Enterprise Taxi Licenses due to expire in June 2023.

This program was developed based on proposals and subsequent engagement with stakeholders in the taxi industry, including taxi brokerages, taxi plate owners, and taxi drivers. To provide certainty on how the program will operate in 2023, engagement with industry stakeholders and reporting to the Transportation Committee are scheduled to be completed in 2022.

# PARKING SERVICES

The Parking Services Section manages parking supply and demand within the City through several parking programs. Parking programs increase public safety, promote unrestricted traffic flow, and support a healthy business community. Ultimately parking management affects the quality of life in Saskatoon.

The Traffic Bylaw (No. 7200), Residential Parking Program Bylaw (No. 7862) and the Impoundment Bylaw (No. 8640) provide the ability to manage parking supply and demand. These bylaws allow for regulation of parking through:

- Charging for parking time;
- Charging for the exclusive use of parking spaces;
- Restricting parking time;
- Administration of several parking permit programs;
- Parking enforcement; and
- Impounding vehicles with significant outstanding parking tickets until paid.

Parking revenues fund the cost of Parking Services programs, support the mill-rate to reduce reliance on property taxes, fund the streetscaping reserve, and contribute to the funding of qualifying Business Improvement Districts (BIDs).

Parking Services also provides:

- Civic parking allocation, ongoing management of the program, and lot maintenance;
- Public education on parking requirements through one-on-one customer service, the City's webpage, public announcements, and media campaigns;
- Impoundment services for Police; and
- Personal delivery of time-sensitive legal documents such as subpoenas and summons on behalf of the Federal and Provincial Courts of Canada, the Federal, Provincial and Municipal Police Services.

## 2021 ACCOMPLISHMENTS

### Health and Safety Initiatives

Throughout the continuation of the pandemic, the health and safety of staff and the public remained a top priority. Investigations were conducted with prescribed PPE, and physical distancing was always observed.

City and contract staff working in Parking Services have frequent interactions with the public with high potential for conflict. In 2021, a body-worn camera (BWC) program was implemented as a staff safety tool in response to an increased risk of violence. BWC's are worn by all staff members that have any public interaction. Media captured by the BWC is regulated by the Local Authority Freedom of Information and Protection of Privacy Act (LAFOIP). The implementation of the BWC program has helped to de-escalate situations with members of the public.

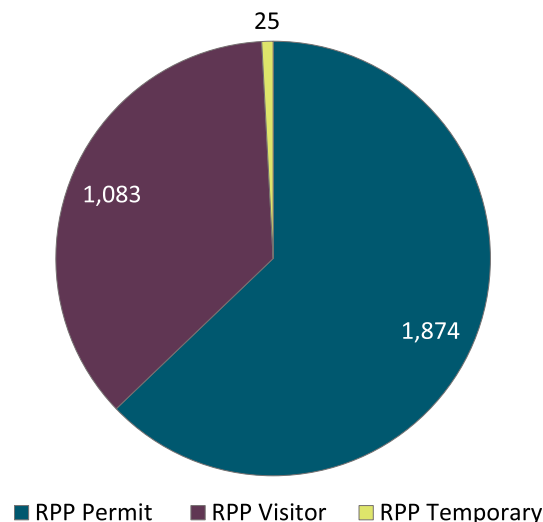
### Temporary Reserved Parking (TRP) Program

The TRP program reserves on-street pay parking for non-standard uses such as special events, development or maintenance on adjacent properties, tour bus parking, or parking patios. In 2021, a total of 217 TRP permits were issued. Ongoing work to policy review provides the opportunity to increase collaboration with both internal and external stakeholders, and ensures programs and requirements reflect current community needs. A review of the TRP program was completed in 2021.

### Residential Parking Permit (RPP) Program

The Residential Parking Program Bylaw was amended in early 2021 and an RPP expansion of the Nutana, Varsity View and City Park zones was approved by City Council on December 16, 2021. Implementation of the expanded RPP zone will occur in early 2022. An updated RPP brochure was also completed this past year to reflect the amendments.





**Figure 6 – Total number of RPP's issued in 2021, by type**

### Special Events

The Exhibition and the Fringe Festival returned in the Summer of 2021. The Exhibition saw record-breaking attendance and the Fringe Festival successfully operated off Broadway Avenue. At the conclusion of the events, a full program review was completed to ensure that the Special Events Parking Program continues to operate effectively.

### Review of Standard Work Instructions (SWI)

In 2021, internal administrative procedures were completed for all permitting programs. New SWI's have been adopted, specifically for the RPP and Disabled Parking programs, resulting in administrative efficiencies.

### Parking Operations

While the pandemic has continued to have an impact on the use of pay parking in high-demand parking areas, the work of the Parking Operations staff continued to ensure customer service needs are met and to address program needs including the following:

- Implemented the use of a new TRP system using a unique magnetic removable post system with new larger signage;
- Completed terminal maintenance on 319 Flex Pay stations between April and September; and
- Parking space line painting was completed in Downtown, River Landing, Broadway, and Riversdale areas with 2,764 spaces marked.

Revenues generated through pay parking continued to be reduced in 2021 because of the pandemic; fewer vehicles were in the downtown areas and pay parking requirements were suspended for a length of time.

### Parking Enforcement, Impoundment Operations and Document Delivery

Parking staff in these program areas adapted and implemented numerous program changes. Enforcement practices were sensitive to situations where vehicle owners may be in self-isolation and Officers focused on the identification of safety hazards and public education first.

- Over 3,500 time-sensitive legal document deliveries occurred in 2021, including 61 deliveries for Parking Services. Approximately a third of the deliveries were related to City bylaws and the rest were related to other municipal, provincial, and federal police and court services;
- Parking Services fielded over 7,378 complaints and 4,361 enquiries with an average response time of 14.8 minutes; and
- The Chronic Offender Parking Enforcement (COPE) squad, also known as the “Boot Crew”, was formed in 2007 with an enforcement mandate to locate, immobilize (boot) and arrange for towing of vehicles of owners with long-term outstanding parking tickets. The COPE Squad also impounds vehicles identified in violation of the Traffic Bylaw, such as unregistered vehicles. The COPE Squad retrieved payment for nearly 3,700 outstanding unpaid parking tickets in 2021.

## Public Education

There is a continued focus on public education through one-on-one customer service, marketing, and other communications to provide understanding of the regulations relating to parking matters in Saskatoon. Throughout 2021, continuous efforts have been made to communicate the changes to parking operations during the pandemic. This has included service alerts, public service announcements (PSA), news releases and updates on social media.

PSA's are released ahead of holidays to inform the public of requirements for metered parking payments and hours of operation for owners looking to retrieve their vehicle from the Impound Lot. When appropriate, quick short-term communications to the public occur through service alerts issued through the City's website and the Parking webpage.

## Removal of Parking Meter Posts and Re-establishing Line Marking of Parking Spaces

A two-year capital project to remove old parking meter posts, repair the amenity strip, and undertake line painting of parking spaces started in the Fall of 2020. This work was completed in 2021 and a total of 1,157 meter posts were removed from concrete, grass, and paving stone locations. Nearly 3,000 pay zone parking space boundary markings were painted in the City.

In conjunction with this work, a new reserved parking signage system has been fully deployed in all the BIDs and City-operated parking lots. The Gorilla Post™ signage system is more durable, can be changed quickly and is taller than past versions, making it easier for motorists to see.



## Electric Vehicle Fleet Evaluation

Parking Services participated in a corporate pilot project replacing gas with electric fleet vehicles for City operations. Parking Services currently has one electric vehicle in service. As a newer technology platform, there were challenges encountered with the vehicle battery and range. There were notable decreases in performance in inclement weather that would impact the operational range of the vehicle.





## LOOKING AHEAD TO 2022

- **Updates to the Temporary Reserved Parking (TRP) Program**

The TRP program review and consultation identified several ways in which the current program may be enhanced to better address various aspects of the program. These include policy development, updates to the standard fees and rates, and alignment of space rental rate discounts to corporate principles including incentivizing vibrancy in core business districts. Recommendations on TRP changes will be brought forward to the Transportation Committee in Q1, 2022.

Parking Services will resume public consultation and review of the TRP program which was delayed due to the pandemic. Improvements to the program are targeted based on feedback from external stakeholders and in creating a formalized policy document to better administer the TRP program.

- **Updates to the Residential Parking Permit (RPP) Program**

Options will be reviewed to create a fourth RPP Zone for the Nutana neighbourhood as Nutana is currently a part of the Varsity View RPP zone. Separating the Varsity View and Nutana RPP zone into their own respective neighbourhood boundaries will assist in providing consistency with other RPP zones and will help provide greater clarity for the public living in this area.

- **Veterans Parking Program**

As a 'thank you' for their valued service to Canada and our allies, Veterans are issued a Veteran Parking Permit and are permitted to park in any valid public parking space across Saskatoon free of charge. The program, in its current form, has inconsistencies in its definitions and eligibility requirements which has created some confusion.

Due to the pandemic, the Veterans Parking Program engagement was placed on hold. Ongoing engagement with veterans' groups will resume with anticipated updates to the Veterans Parking Program anticipated to occur in late 2022. Through additional engagement, Parking Services intends on revising the program to provide greater clarity on the program and to provide more consistency with other municipalities. A total of 12 Veterans Parking permits were issued in 2021.

- **Addressing Unpaid Parking Tickets**

A report to the Transportation Committee will be tabled in 2022 identifying options for Parking Services to better address unpaid parking tickets. Potential options exist for operational improvements and legislative changes to help reduce instances of unpaid parking tickets.

- **Assessment of Databases and Technology Solutions**

Parking technology continues to evolve and offer a wide variety of solutions above and beyond the old coin-fed parking meter. As Parking Services continues to look at future development of the City, opportunities to leverage technology to better serve the public and manage parking resources are being explored. As part of the Smart City initiatives, there will be a further shift towards digital-based applications to address various parking programs.

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## LOOKING AHEAD TO 2022 (CONTINUED)

- **Release of a New Parking App**

Parking Services will be releasing a new parking app in 2022; this app will function the same as the existing app. An information report to the Transportation Committee will identify additional opportunities that leverage recent corporate technology changes to enhance the management of various Parking Services operations, customer service tracking, and access to operational data. The current vendor is discontinuing its support and development of the current app, WayToPark, and plans to introduce a system upgrade which will facilitate a more intuitive and user-friendly experience. Payments from the app account for approximately 38% of the total revenue from pay parking.

- **EMV Compliance**

EMV (Eurocard, Mastercard, Visa) is a payment method based on a technical standard for smart payment cards and payment terminals that can accept them. Being EMV-compliant provides increased security and protection for customers using credit cards at City pay parking stations. Parking Services will be reviewing potential strategies to transition to EMV-compliant parking pay stations.



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