

# Residential Parking Program – Temporary Visitor Parking Permits

## ISSUE

Currently, within the Residential Parking Program permit zones, Saskatoon residents are not able to purchase parking permits online. However, online options to purchase parking permits are part of an upcoming Parking Technology Capital Project.

## BACKGROUND

This information report is in response to a City Council inquiry at its Regular Business Meeting held on January 31, 2022. The inquiry, which concerned temporary visitor parking permits through the City of Saskatoon's Residential Parking Program (Parking Program), asked:

“to what extent the temporary visitor permit is being included in any existing or pending Parking Program reviews and if that review will include ways to streamline and/or digitize the process to an online opportunity to relieve the pressures on the frontline team at City Hall and relieve the burden of making residents travel to City Hall when requiring a temporary visitor permit”

The last review of the Parking Program was completed in 2019. During this consultation, Administration received support for automation of permit purchases, permit renewals, permit recognition, enforcement and parking-related communication.

## CURRENT STATUS

Parking Permit sales are administered by Customer Service Representatives, located at City Hall, with oversight provided by Parking Services staff in Community Standards. This requires all residents living in a Parking Permit Zone to travel to City Hall once per year to renew their Parking Permit. Currently, no online or digital solution exists to administer, sell or distribute Parking Permits to Saskatoon residents.

Recognizing opportunities in automating the parking permitting process, Parking Services is currently reviewing options for an online or digital solution through the Parking Technology Capital Project. This project is expected to commence in late 2022.

## DISCUSSION/ANALYSIS

Objectives of the Parking Technology Capital Project include implementation of technological solutions to enable more convenient customer-facing parking applications and implementation of parking data management systems to help ensure parking operations and programs are delivered in an effective and efficient manner.

This project will facilitate automation of the parking permit process, resulting in greater efficiencies and anticipated cost savings for the City. Anticipated benefits include; system automation which will be user-friendly for both internal and external users,

flexibility in its operational functions and a high-level data analysis capacity. Improved data analysis capacity will also assist in strengthening enforcement efforts, particularly in targeting unpaid parking fines.

More specifically, it is anticipated the need for physical permits to be displayed by permit holders would be eliminated. Under a new technological solution, permit registration would occur online and be linked to the permit holder's licence plate number.

### **FINANCIAL IMPLICATIONS**

A total of \$100,000 has been approved for the online Parking Program. This project will be completed as part of the Parking Services Capital Project.

### **OTHER IMPLICATIONS**

There are no privacy, legal, social or environmental implications identified.

### **NEXT STEPS**

The next steps will involve the development and implementation of the new parking technology. Specific project timing will be identified in the future.

### **REPORT APPROVAL**

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Approved by:	Lynne Lacroix, General Manager, Community Services

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