

COMMUNITY SERVICES DIVISION



2022

Community Standards

YEAR-END REPORT





# WELCOME

Welcome to the 2022 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 2023. Through this report, the Department is pleased to highlight a number of key projects that will continue to modernize and facilitate improved service offerings for customers.

The Community Standards Department 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 permitting, 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 Community Standards Department is comprised of 38 City staff, plus 40 additional contract staff.

## 2022 BY THE NUMBERS

**\$4.2 million** in parking terminal revenue

**348,000+** related website page views

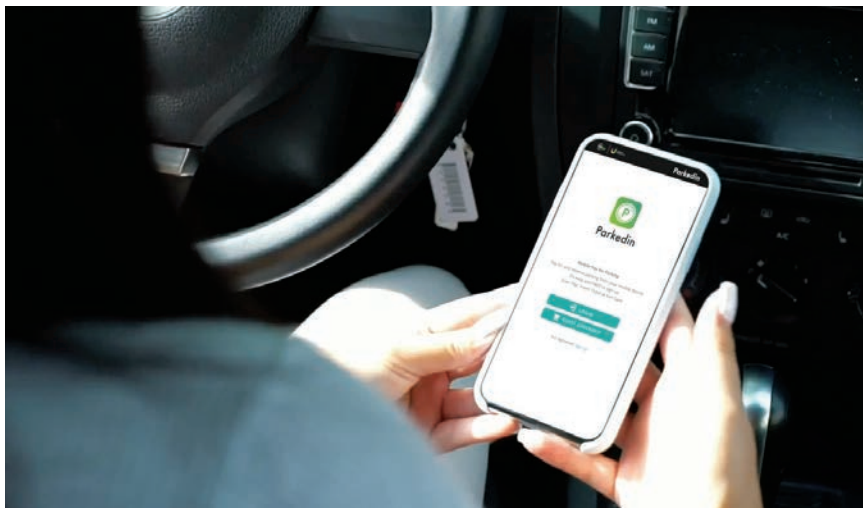
**12,153** total businesses licensed

**8,269** reports of parking violations on City property

**5,694** inspections related to bylaw enforcement

**3,420** parking permits issued

**620** sign permits and portable sign licenses



## WHAT'S INSIDE ▶

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- ▶ Over 12,500 customer interactions with Bylaw Compliance staff.
- ▶ Investigated 2,327 snow and ice related concerns in the first and last quarter.
- ▶ Licensed 1,145 new businesses, reaching a record total of 12,153 businesses.
- ▶ Licensed 7 parking patios and 20 sidewalk cafes.
- ▶ Attained payment for nearly 5,400 long overdue parking tickets through the Chronic Offender Parking Enforcement Program.
- ▶ Issued 3,036 Residential Parking permits and 384 Temporary Reserved Parking permits.
- ▶ Community Standards web pages were viewed online nearly 350,000 times.



# BYLAW COMPLIANCE

The Bylaw Compliance Section is a focal point for customers seeking assistance on bylaw or regulatory compliance. 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)

The Bylaw Compliance Section has five dedicated areas of focus: zoning, drainage, sewer use, right-of-way (ROW), and signs. The work of the Bylaw Compliance Section ensures the safety of citizens, supports the proper use of City infrastructure, and contributes to maintaining a high quality of life for city residents.

## 2022 ACCOMPLISHMENTS

### Customer Service Delivery

Bylaw Compliance's primary focus aims to educate residents on common bylaw regulations and generally held expectations towards being a good neighbour. In 2022, staff had an estimated 12,500 initial public interactions completed by phone, email or in-person communication. That's an average of 50 enquiries per day.

Customer service staff responded to 6,417 enquiries related to general



bylaw questions and concerns. The annual totals from all bylaw-related enquiries are identified in Figure 1 and include 4,316 email submissions and 2,101 phone calls to the Bylaw Compliance hotline, resulting in a record-breaking year. Even with the increase in the volume of enquiries, customers were provided an initial response within one business day.

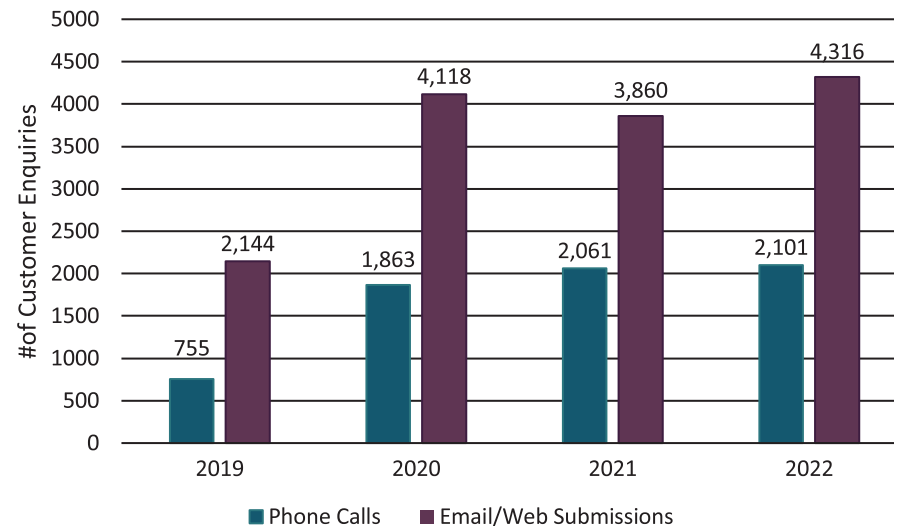
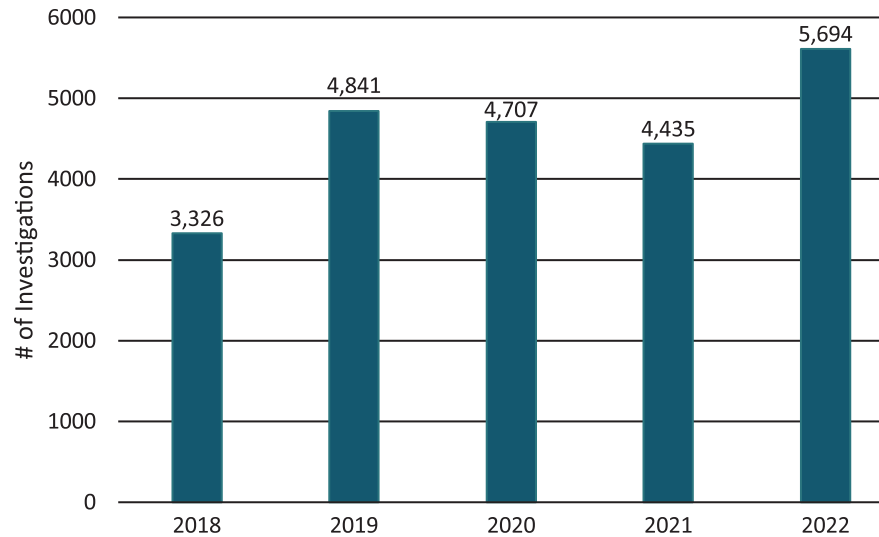


Figure 1 – Total customer enquiries, 2019 – 2022

### 2022 Bylaw Investigations

Bylaw Inspectors and Environmental Protection Officers conducted a record-breaking 5,694 inspections related to the administration and enforcement of bylaws under the purview of Bylaw Compliance. To compare, a total of 4,435 inspections were completed in 2021 resulting in an increase of inspections by 28% in 2022. This year-over-year increase can largely be attributed to a heavy snow season in the first quarter of 2022. Inspection volumes for the last five years are identified in Figure 2.



**Figure 2 – Bylaw Compliance investigation totals, 2018 - 2022**

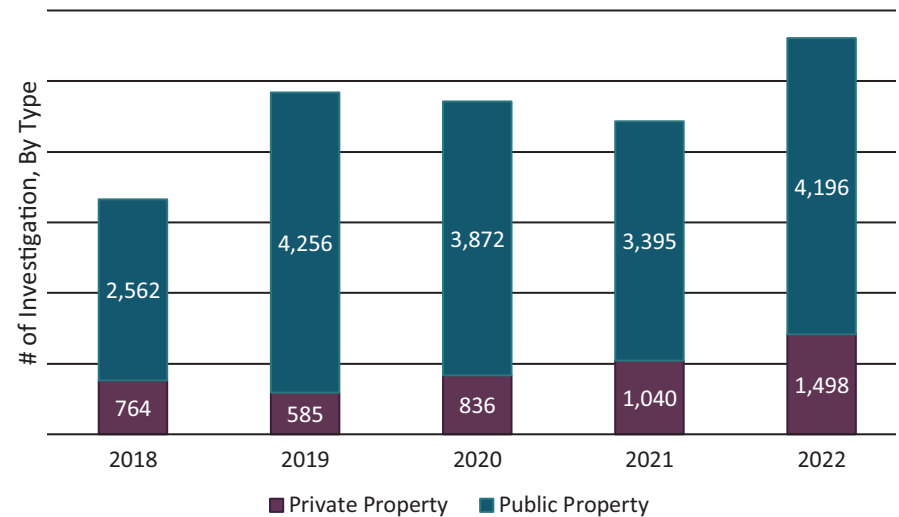
Public property investigations increased with a total of 4,196 investigations conducted (3,395 in 2021), up by 24%. These investigations include infractions for sidewalk clearing, improper use of ROW, and placement of illegal signs. Failure to maintain clear sidewalks remains the most frequent complaint investigated with 2,327 investigations conducted in the first and last quarter of the year.

Private property inspections increased by 44% with a total of 1,498 investigations conducted in 2022 (1,040 in 2021).

In 2022, Bylaw Inspectors and Environmental Protection Officers conducted:

- 338 zoning complaint investigations (497 in 2021);
- 168 drainage complaint investigations (115 in 2021);
- 58 sign complaint investigations (166 in 2021);
- 524 sewer use inspections (234 in 2021); and
- 395 development permit inspections (475 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, 2018 – 2022**

### Sign Permits

The Zoning Bylaw (No. 8770) regulates signage for the purpose of permitting 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 2022, 588 portable sign licenses and 32 sign 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 safe accommodations for tenants. In 2022, 33 occupancy permits for legalized suites were issued.

## Development Permit Inspections

Bylaw Compliance conducts inspections to ensure required site landscaping and off-street parking on new development sites is completed in accordance with approved plans submitted through the development permit application process. In 2022, 395 development permits were closed through inspections confirming these requirements were in place.

## Drainage Regulation

In 2022, Bylaw Compliance completed the first full year of administering the recently adopted Drainage Bylaw (No. 9772). Bylaw Compliance reviewed 113 site grading plans for new infill development as part of the residential building permit process. The year also marked the first final inspections associated with approved infill grading plans. The site grading plan review and inspection process aims to reduce grading and drainage conflicts between new infill and existing development.

## Sewer Use Regulation

Bylaw Compliance administers the Sewer Use Bylaw (No. 9466) through an education and inspection approach, with the purpose of ensuring proper disposal methods of wastewater into the City's sewer infrastructure. This ensures protection of the sewer from harmful substances that could deteriorate the sewer or damage the wastewater treatment plant. Inspections of all businesses that dispose of fat, oil, and grease, grit and oil, and dental amalgam are completed on a two-year or five-year basis. In 2022, Environmental Protection Officers inspected 524 businesses.

Bylaw Compliance also reviews sewer use permits to manage the impact of unique discharges into the sanitary sewer system. In 2022, nine special discharge sewer use permits were issued.

## Educational Resources

Bylaw Compliance remains committed to an education-first approach when addressing bylaw concerns. This strategy has brought much success; voluntary compliance is often achieved, avoiding the need for punitive forms of enforcement. In 2022, Bylaw Compliance began to review key documents, letters and other educational materials distributed to the public. Such materials have been modernized using a clean, easy-to-read format with a clear outline of the City's regulations and expectations. This work will continue throughout 2023.





## LOOKING AHEAD TO 2023

- **Back Lane Maintenance**

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 and vegetation growth and facilitate a more centralized administration process for related issues. In 2022, work on engagement and draft policy development was undertaken with a targeted implementation date in 2023.



- **Traffic Bylaw (No. 7200) Amendments**

Bylaw Compliance has limited enforcement tools to address encroachments on City ROW, including items such as fences and retaining walls. In collaboration with other internal stakeholders, a review of the Traffic Bylaw (No. 7200) will be undertaken in 2023. Bylaw Compliance will focus its efforts on including potential options for better addressing enforcement of unauthorized use of ROW.

- **Sign Regulation Review**

Signs are regulated through Appendix A (Sign Regulations) contained in the Zoning Bylaw (No. 8770) for the purpose of allowing business and other organizations to advertise and promote, while ensuring standards of public safety and community aesthetics are maintained. A review of the Sign Regulations is required to ensure regulations stay relevant to current issues and expectations, and to remain consistent with other sections in the Zoning Bylaw (No. 8770).

The last significant update to the Sign Regulations was in 2010 and, with changing technologies and community expectations, a full review is appropriate. The project will address reformatting and administrative changes, and prior City Council motions related to dark sky principles, signage at cannabis-related businesses, and third-party sponsorship advertising in parks.

- **ePermitting**

In 2023 Bylaw Compliance will transition to the new ePermitting workflow software. This will facilitate an online submission and review process for signage-related applications and will manage the Section's complaint intake process. The project helps ensure consistent customer service offerings with those offered by the Planning and Development and Building Standards Departments and provides for more robust reporting capabilities.

# 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 licence 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 licences, 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 taxi and vehicle for hire licensing and enforcement.



## Business License Application Review

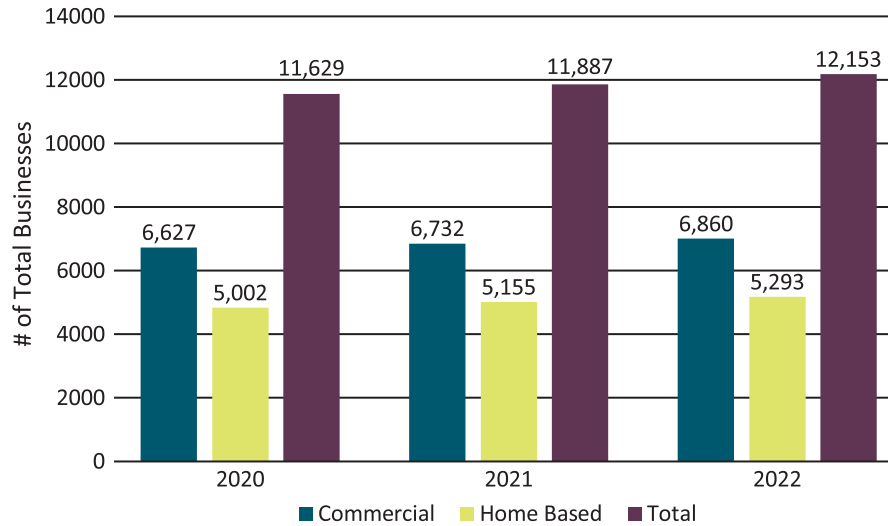
In 2022, 1,145 new businesses were licensed, bringing the total number of businesses to 12,153. This is an increase of 266 businesses compared to 2021, and a new record high.

In addition to the 2022 business license data, Figure 4 shows the total number of commercial and home-based business. Compared to the previous year, the total number of commercial businesses increased from 6,732 to 6,860, while the total number of home-based businesses increased from 5,155 to 5,293.

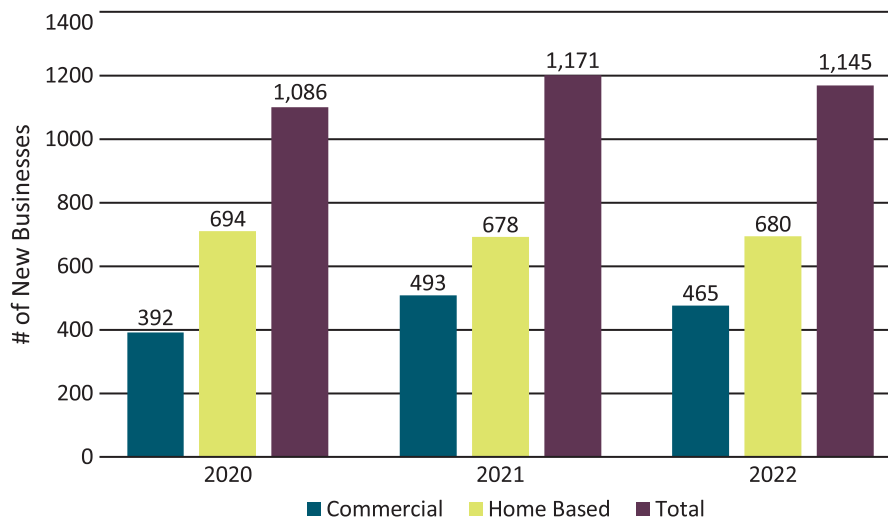
In the 2021 Community Standards Year-end Report, business license data was included with an explanation that business closure information is not received in real time; there is a delay when a business closes and when the closure is recorded. Licensing and Permitting reported that it will take an additional year of collecting data before the pandemic's impact on licensed business is reflected in the data. The 2021 data has been updated in this report to reflect businesses that closed in 2021 and were recorded the following year. This reduced the total number of businesses in 2021 by 341, bringing the total to 11,887.

New businesses licensed in 2022 is shown in Figure 5. There was very little change from the previous year. Compared to 2021, the total amount of new businesses decreased slightly from 1,171 to 1,145. New commercial businesses decreased slightly from 493 to 465, and new home-based businesses increased slightly from 678 to 680.





**Figure 4 – Total number of businesses (based on the number of businesses licensed), 2020 - 2022**



**Figure 5 – Total number of new businesses, 2020 – 2022**

### Sidewalk Cafes and Parking Patios

Sidewalk Cafes are outdoor seating areas provided by businesses on part of the public ROW in front of their restaurant. Parking patios are a temporary conversion of on-street parking spaces that accommodate seating areas or boardwalks. This generally involves constructing a raised deck or platform 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. 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.

To support businesses wishing to provide additional outdoor dining options during the COVID-19 pandemic, City Council resolved to permit temporary asphalt parking patios to be operated in the curb lane without a raised deck for the 2020 to 2022 operating seasons. Engagement on a permanent asphalt parking patio program has been undertaken. Further reporting is planned for the first quarter of 2023.

In 2022, 20 sidewalk cafes were licensed, and seven parking patios were licensed, of which, one was an asphalt parking patio.

Parking patios have been permitted to operate year-round since 2020. Previously, parking patios were only permitted from April until October. In 2022, two parking patios operated in the winter. Administration will continue to work with Business Improvement Districts (BIDs) to ensure patio operators are aware of this winter option. Three additional businesses have expressed interest in operating a parking patio in Winter 2023.

### Business License Application Fees

The Business License Program operates on a cost-recovery basis supported by application fees and is not funded through the millrate. 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 programs including cannabis-related businesses, pawnshops, adult services, food trucks, and vehicles for hire are required to pay higher application fees.

## Vehicles for Hire

Taxi fares are regulated in the Vehicles for Hire Bylaw (Bylaw No. 9651). Throughout the first half of 2022 the price of fuel increased steadily, impacting the cost of operating a taxi. To ensure taxi fares remain in line with inflationary increases to operating costs, Community Standards uses a Taxi Cost Index (TCI) to monitor changes in cost, including fuel, insurance, maintenance, and repair. The TCI considers an average of a 24-month period, compared to the base 2011 TCI and fares. Community Standards prepared a report on additional mechanisms that could be implemented to address sudden price increases.



Two mechanisms were considered, but not recommended. The first was a temporary increase to the base taxi fare, similar to the TCI, but for a specific implementation period and subsequent review to reduce the base fare (should operating costs decrease). The second was a tiered surcharge that would apply an additional fee onto the taxi fares, based on the cost of a litre of fuel.

The municipal scan found that temporary mechanisms were not widely used in Canada, and instead, many municipalities had decided to address higher fuel costs through permanent increases to the base taxi fares, after many years without increases. As a result, many of the base taxi fares in Canada have been recently increased in line with Saskatoon taxi fares, which were increased in 2020.

Further reporting will also be provided in 2023 regarding recovering fees incurred by taxi drivers when accessing the John G. Diefenbaker International Airport.

Tables 1 and 2 set out the annual licensing fees, fares and charges as established in the Vehicles for Hire Bylaw (No. 9651).

**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 TNC vehicles	\$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 – 2020 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

### Short Term Accommodations

In August 2020, to ensure regulations remained relevant to the rapidly changing short-term accommodation sector, City Council adopted amendments to the Zoning Bylaw (No. 8770) and Business License Bylaw (No. 9746) to update existing zoning, and licensing regulations for short-term accommodations in dwellings. This included repealing and replacing the bed and breakfast home land use with the new homestay land use, and adding a new short-term rental property land use to address accommodations that are not in the principle residence of the host.

In 2022, an information report on the effectiveness of the updated regulations was provided. The regulations were effective in achieving the objectives of minimizing land use conflict, maintaining the residential characteristics of neighbourhoods, and ensuring appropriate prioritization of rental housing. Since adopting the new regulations, only ten complaints related to specific short-term accommodations were received. The number of dwelling units licensed as short-term accommodations increased from 15 in August 2020 to 126 in September 2022.

An updated Canada Mortgage and Housing Corporation (CMHC) Rental Market Survey was published in February 2023. The rental vacancy rate for purpose built rental units declined to 3.4% from 4.8% the previous year. If the vacancy rate falls below 3%, the bylaw requires that no new short-term rental property licenses be granted, to prioritize long-term rental opportunities.





## LOOKING AHEAD TO 2023

- **ePermitting**

Testing and configuration to integrate all business license programs into the new ePermitting software portal began in 2022 and is expected to be completed in 2023. This new portal will allow businesses to apply for and renew their license online using the same log-in as other City services. The online portal will be configured for each application type and customize the application process for each category of license, allowing all business licences to be applied for and renewed online. Businesses will also have additional functionality to monitor the progress of their application, communicate with staff on deficiencies, and view their business license.

- **Zoning Bylaw (No. 8770) Amendment Package Five**

This package of amendments to the Zoning Bylaw (No. 8770) focused on administrative updates, including amendments to development standards for home-based businesses, homestays, and short-term rental properties. Proposed amendments including updating and clarifying provisions for existing development standards regarding the number of client visits, business trailers, and business partners and associates working from the same location. Amendments were also proposed to permit sales of products incidental to a personal service and expand the types of personal services to allow for tattoo and body modification. Amendments to short-term accommodations include changes to the number of guests and permitted forms of surfacing for required onsite parking to align with earlier amendments to these standards for related land uses.

- **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.

Engagement with industry stakeholders was undertaken in 2022 regarding potential extensions of the program. Reporting to the Standing Policy Committee on Transportation is expected in the first quarter of 2023.

# 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 entities; 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.

## 2022 ACCOMPLISHMENTS

### Body-Worn Camera (BWC) Program

Since the deployment of BWCs as a staff safety tool in March 2021, contract staff have felt, through an internal survey, a greater sense of security when dealing with difficult members of the public. While annual statistics still indicate negative public contacts are occurring, there is a marked decrease from the past year. Figure 6 provides a summary of incidents, assaults, and situations where Police presence was required from 2018 – 2022. The program will continue to be monitored for incident statistics and further analysis.

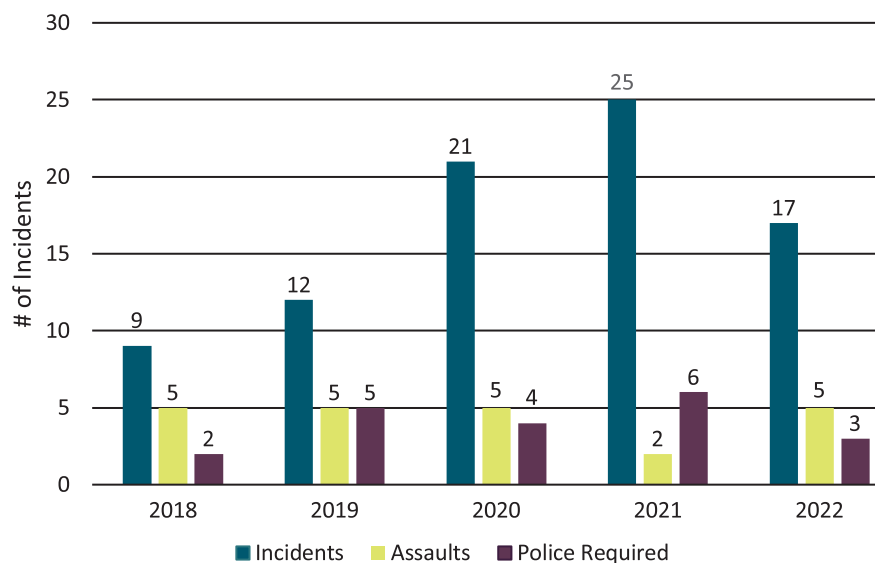


Figure 6 – Incident Summary, 2018 – 2022

## Digital Parking Permits

As part of Parking Services' continued efforts towards the Smart Cities initiative, parking permits for Board and Committee members were transferred to digital parking permits to replace physical hang-tag permits. This transition is a small step to assess the eventual roll-out of digital permitting for other parking programs, further leveraging existing license plate reader technology.

## Residential Parking Permit (RPP) Expansion in Varsity View

The Varsity View RPP program expanded in 2022 following supportive petitions that were received by Administration. As per the Residential Parking Program Bylaw (No. 7862), each block face was required to have 70% support to be included in the RPP zone.

The expanded zone included sections of Cumberland Avenue, 14th Street, 13th Street, McKinnon Avenue South, Temperance Street, and University Drive, as shown in Figure 7. Further expansions to Saskatoon's RPP zones are expected in 2023. Figure 8 shows the total number of RPPs issued in 2022 in all zones.

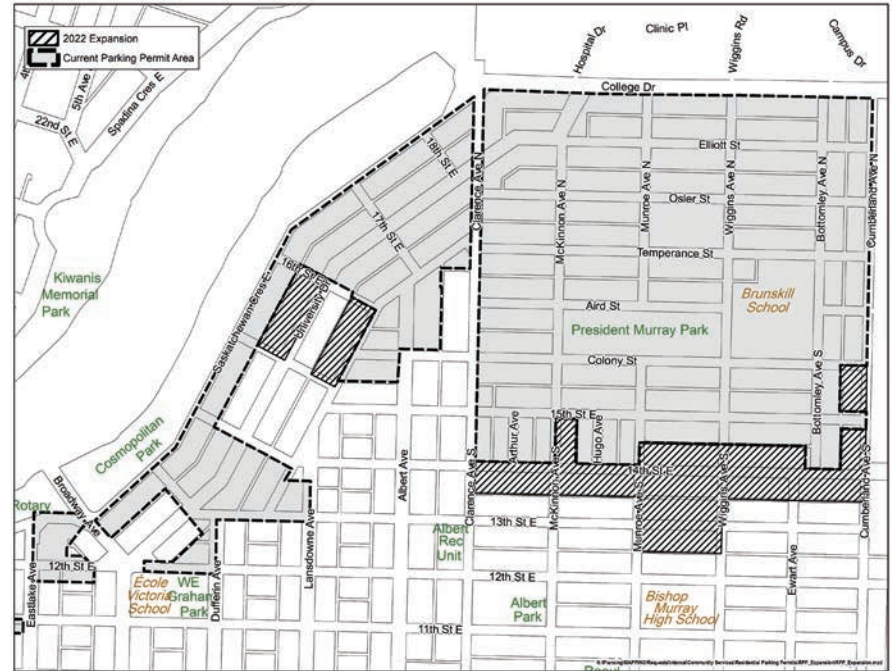


Figure 7 – 2022 Varsity View RPP Expansion

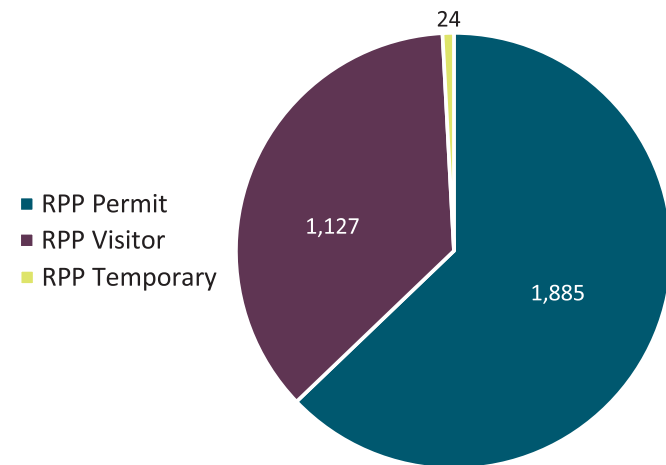


Figure 8 – Total number of RPP's issued in 2022, by type



## Temporary Reserved Parking (TRP) Updates

Between 2019 and 2022, the TRP program was reviewed, during which users were consulted on ways to improve the program. In 2022, City Council approved changes to the program including formalizing the program in a council policy, increasing the administrative rate, offering an overnight rate, and reservation terms by calendar dates instead of pay parking dates. The subsequent changes provide more clarity for external users, administrators, and stakeholders in the TRP program. This establishes a more fair and equitable share of cost-of-service fees and charges to users. Existing fees for daily and 24-hour reservations remained unchanged.

As of January 1, 2023, the following changes were applied:

- The Administration Fee increased to \$75 for every booking;
- An Overnight Rate of \$10 per parking space (for TRP bookings between 6PM and 6AM) was implemented; and
- The applicability of TRP charges were modified whereby parking spaces are based on the total number of calendar days that parking spaces are being used, rather than the number of pay parking days.

384 TRP permits were issued in 2022, which is a year-over-year increase of 43% (217 in 2021).

## Veteran Parking Pilot (VPP) Project Roll-out

The VPP Program review was completed in 2022 following City Council direction on the matter. Through consultations with veteran's groups, areas of improvement were highlighted and taken into consideration.

Previously, veterans applied by mail with supporting documents and met certain requirements for veteran parking eligibility. Parking Services identified that the definition of a veteran under the current parking program was not consistent with related Saskatchewan Government Insurance (SGI)-based definitions for a veteran license plate. By adopting SGI's veteran license plate criteria, Parking Services was able to manage the program more efficiently and create more consistency. Effective November 1, 2022, a year-long pilot program commenced which allowed

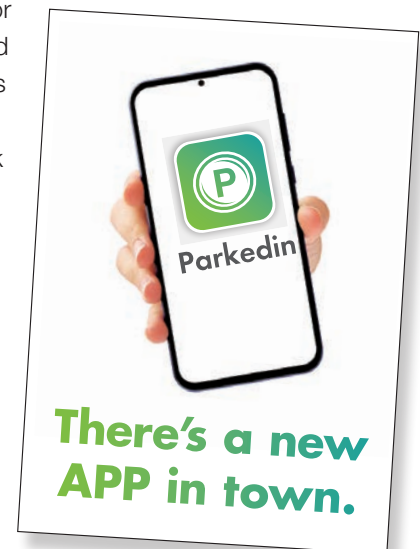
anyone with registered Veteran license plates issued by SGI to park for free in pay parking zones for the posted time limit. Existing vehicles registered under the VPP Program will continue to be honoured during the pilot project.

Following the pilot completion in October 2023, data will be reviewed to determine the impact on user experience, parking supply, parking turnover, and on financial impacts. Findings from the analysis will be used to evaluate potential permanent program changes.

## Parking Operations

### Mobile App

On July 1, 2022, the WayToPark app for mobile payment for parking was discontinued by the City's vendor. The Parkedin app was introduced as its successor on June 1 and was used in tandem with WayToPark to facilitate the transition to the new app. A robust communication strategy was implemented using several different media platforms to convey the change. Numerous changes to the new Parkedin App were implemented between the initial roll-out period and Fall 2022 to address user input. App usage rates remained consistent in 2022 between the new and former parking apps.



## Pay Parking Revenues

Revenues generated through pay parking continued to be less than anticipated in 2022 at a figure of \$4,213,308 due to changing parking demands, presumably driven by industry acceptance of telework models, industry movement towards online meetings, etc. Payment from the parking app accounts for approximately 36% of the total revenue from pay parking, as shown in Figure 9.

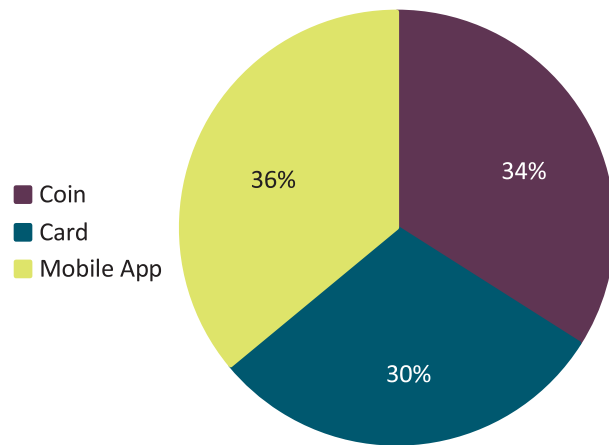
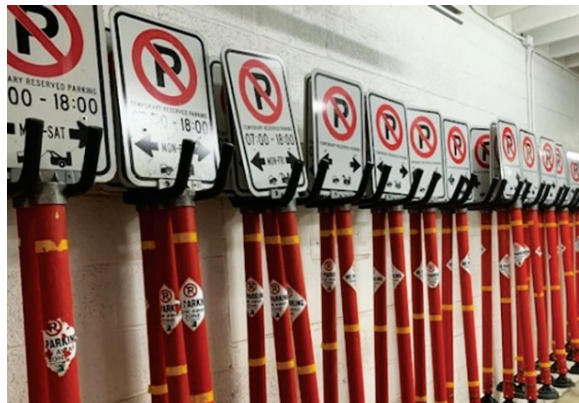


Figure 9 – Revenue from Pay Parking, by payment type

## Facilities

The Parking Operations facility was re-organized to better accommodate inventory management, including the storage of Gorilla posts used for the TRP program.



## Parking Enforcement, Impoundment Operations and Document Delivery

Parking staff in these program areas adapted and implemented numerous program changes. Enforcement practices remain sensitive to a variety of situations and Officers focused on the identification of safety hazards and public education first.

- Over 4,300 time-sensitive legal document deliveries occurred in 2022, including 69 deliveries for Parking Services. More than half 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 attended over 8,269 complaints and 3,509 enquiries with an average response time of 13.9 minutes.
- The Chronic Offender Parking Enforcement (COPE) squad, also known as the “Boot Crew”, was formed in 2007 with an enforcement mandate to locate, immobilize, 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 (No. 7200), such as unregistered vehicles. The COPE Squad retrieved payment for nearly 5,400 outstanding unpaid parking tickets in 2022.

## LOOKING AHEAD TO 2023

- **Accessible Parking Review**

An Accessible Parking Review will occur in 2023. The review will consist of an evaluation of the Accessible Parking Permit Program and an accessibility audit of on-street accessible parking spaces in pay parking areas within four BIDs.

The accessibility audit will consist of an evaluation of the current quantity of accessible parking spaces, a review of locational characteristics of the current accessible parking inventory, and a review of potential gaps in standards and designs specifications related to accessible parking. Objectives of the audit are to identify potential deficiencies with accessible parking inventory and may inform the need for additional design specifications related to accessible parking infrastructure. The review is expected to be completed by the last quarter of 2023.

- **Residential Parking Permit (RPP) Program Expansion**

With increasing demands for parking in various residential parking areas, further updates to the RPP Program will occur in 2023. In consultation with residents in these areas, Parking Services anticipates additional requests for expansions and boundary changes to existing RPP established zones.

- **Addressing Unpaid Parking Tickets**

Development of additional internal policies and procedures are being reviewed to help increase parking ticket payment rates. This includes policies on 'writing off' tickets where collection is impractical and procedures to target higher-value offenders.

- **New Databases and Technology Solutions**

Parking Services continues to work towards continuous improvement and is exploring opportunities to leverage technology to better serve the community and manage parking resources. As part of the Smart City initiative, Parking Services plans to transition fully to digital parking permits, reduce the amount of software platforms, improve back-end citation management, and increase data analysis capabilities.

- **EMV Compliance**

EMV (EuroPay, Mastercard, Visa) is a payment method based on a technical standard for smart payment cards and payment terminals that can accept them. This new chip technology allows for encrypted data to be stored, enhances card security, and offers increased fraud protection. Parking Services intends to replace aging parking pay station infrastructure to become EMV compliant. Through this project, concerns over cold weather parking pay station performance will be reviewed, along with features to improve customer experience.





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