
Service Level Review for Parking Services

Recommendation

That the Standing Policy Committee on Transportation recommend that Option 1, at a total additional cost of \$447,000 per year, be added to the 2019 Business Plan and Budget Options review process, to be considered by the Governance and Priorities Committee on June 18, 2018.

Topic and Purpose

The purpose of this report is to provide information on the current service levels provided under the business lines for the Parking Services Section and recommend that additional resources be added to the Parking Services Section as part of the 2019 Business Plan and Budget Options review process.

Report Highlights

1. The Parking Services Section provides a coordinated approach to the regulation and provision of parking, generating in excess of \$11 million annually, which reduces reliance on property taxes.
2. As documented through a Service Level Review, current resource levels are not sufficient to provide a basic level of service that meets citizen expectations.
3. A number of options are set out to accommodate various levels of service, with a recommended option (Option 1) of increasing budgeted resources by \$447,000 to meet the minimum existing standard of program delivery and customer service. The recommended option also includes resources to meet existing service standards for the expanded Residential Parking Permit areas.

Strategic Goal

The report addresses the Strategic Goal of Moving Around, ensuring that parking programs optimize parking supply and demand within the City of Saskatoon (City), and at the same time, promote public safety and smooth traffic flow, and support a healthy business community. Parking is critical to quality of life for many.

Background

The Parking Services Section, housed in the Community Standards Division, provides a coordinated approach to the provision, regulation, enforcement, and collection services related to City-owned parking lots and on-street parking.

Report

Regulation and Provision of Parking

Parking programs increase public safety, promote unrestricted traffic flow, and support a healthy business community. The Parking Services Section manages parking supply and demand within the City limits through a number of parking programs. As a result, revenue in excess of \$11 million is generated through the Parking Services Section programs, which reduces reliance on residential property taxes and also fund programs outside of the Community Standards Division. Of that amount, \$5.8 million is realized

Service Level Review for Parking Services

annually through the pay parking operations component (i.e. Flexpay Parking meter program).

Current Staffing Resources

A Service Level Review of the Parking Services Section, undertaken in spring of 2018, documents the services currently provided and identifies options to provide appropriate levels of service (see Attachment 1). This review focuses on three programs:

- Parking Operations;
- Parking Enforcement; and
- Policy Management and Permitting Operations.

The operations of the Impound Lot and Vehicle Seizures, as well as the Civic Employee and Vehicle Parking Program, are managed by the Parking Services Section; however these programs were not included in this Service Level Review.

As outlined in the review, the existing service levels cannot be properly delivered with the current resources. In 2018, the Community Standards Division worked to provide additional staffing support to this group in order to achieve the desired level of service. A partial secondment of a staff position from another section has been providing assistance with necessary policy updates. In addition, a temporary redeployment of a vacant full-time position from the Bylaw Compliance Section has accommodated hiring a temporary new position of Customer Service Coordinator. This position will be filled from mid-June to the end of 2018, while a long-term commitment to this position is being pursued in the 2019 operating budget. Staff from other areas have also been seconded to administer City staff parking, which is normally run by the Parking Services Section.

Options Provided Under the Service Level Review

A sustainable resourcing level is being recommended under Option 1 in the Service Level Review (see Attachment 1, page 7). Approval of this option would support a basic standard in delivering the parking services programs, and help to reduce the reliance on staff in other business units to support the parking service line. This will ensure that more timely responses to customer inquiries, complaints, and requests can be provided. These resources will also help reduce the significant amount of unpaid overtime provided by existing staff in an effort to keep up with day-to-day needs in the section.

The establishment of a Customer Support Coordinator will allow a customer service program to be formalized. This would include responding to customer and Councillor inquiries in a timely manner, and establishing a database to track complaints, responses, and provide data analysis to allow for ongoing refinement of program operations and customer service initiatives. In addition, this position will provide support to frontline managers to allow for better workload management.

The Parking Services Section provides a significant revenue stream to City operations. Adequate resourcing is required to establish stable staffing levels that will allow for the

effective delivery of the parking programs; meet the day-to-day needs of the operating programs, including responses to customer inquiries and complaints; and review and update policies, procedures, regulations, and bylaws in a timely manner.

Options to the Recommendation

The Standing Policy Committee on Transportation may direct the Administration to investigate other options to the parking service level and budget, prior to making a recommendation to City Council for the 2019 Business Plan and Budget Review deliberations.

Option 2 proposes further support to the Policy and Permitting Section, which would accommodate more timely provision of policy updates, implementation of new and expanded parking programs and initiatives to enhance delivery of those programs.

Public and/or Stakeholder Involvement

This Parking Service Level Review was initiated, in part, in response to concerns expressed by stakeholders regarding delays in responding to inquiries; implementing initiatives; and reviewing and updating bylaws, policies, and programs.

Communication Plan

The approved service levels will be communicated to stakeholders and to the public, identifying services that can be expected. Service level reviews provide an opportunity for the public to learn about the City's operations and costs to deliver services. A marketing and communication budget will allow for a communication program to ensure the public is aware of common parking infractions.

Financial Implications

Depending on the service level option selected for 2019, a change in funding may be required as per the options outlined in Attachment 1. As noted in the Service Review attachment, it is projected that the vendor financing for the Flexpay Parking Stations will be completed in late 2019. This will provide a potential revenue source, directly linked to parking, that could accommodate Option 1, without a mill rate impact.

Other Considerations/Implications

There are no policy, environmental, privacy, or CPTED implications for consideration.

Due Date for Follow-up and/or Project Completion

A follow-up report summarizing the outcomes of all core service level decisions will be presented to City Council during the 2019 budget deliberations.

Public Notice

Public notice pursuant to Section 3 of Policy No. C01-021, Public Notice Policy, is not required.

Attachment

1. Service Level Review for Parking Services

Service Level Review for Parking Services

Report Approval

Written by: Jo-Anne Richter, Acting Director of Community Standards

Approved by: Randy Grauer, General Manager, Community Services Department

S/Reports/2018/CS/TRANS – Service Level Review for Parking Services/ks/dh