

**Management’s Response to the Auditor General’s Review of  
Front Yard and Boulevard Parking – Improvements Needed to Enhance Program Effectiveness**

<u>Rec No</u>	<u>Recommendation</u>	Agree (X)	Disagree (X)	<u>Management Comments:</u> <i>(Comments are required only for recommendations where there is disagreement.)</i>	<u>Action Plan/ Time Frame</u>
1.	<b>City Council request the General Manager, Transportation Services to consider establishing an alternate model, such as centralized reporting and monitoring, for managing front yard and boulevard parking operations.</b>	X			Review of the operation has begun and we will consider an alternate model to deliver the FYP and CBP Program in a consistent manner City Wide with the requirement that staffing and resources be allocated and appropriate for the increased expectations. Q1 2013.
2.	<b>City Council request the General Manager, Transportation Services to ensure necessary information is recorded in a manner to allow for proper management and control of the front yard and boulevard parking operations.</b>	X			With the implementation as described in response to Item #1, this will be implemented. In the interim, all staff will be directed to use RACS and TMMS. Q4 2012.
3.	<b>City Council request the General Manager, Transportation Services, to actively enforce the provisions of the City by-law governing front yard and boulevard parking to ensure appropriate fees are paid on a timely basis.</b>	X			Staff will be directed to actively enforce the City by-law effective immediately.

**Management's Response to the Auditor General's Review of  
Front Yard and Boulevard Parking – Improvements Needed to Enhance Program Effectiveness**

<u>Rec No</u>	<u>Recommendation</u>	Agree (X)	Disagree (X)	<u>Management Comments:</u> <i>(Comments are required only for recommendations where there is disagreement.)</i>	<u>Action Plan/ Time Frame</u>
4.	<b>City Council request the General Manager, Transportation Services to ensure that overdue accounts are charged interest in the manner prescribed by the Corporate Accounts Receivable Collection policies and procedures.</b>	X			Overdue accounts will be pursued in accordance with Corporate Accounts Receivable Collection policies and or written off in accordance with the Financial Control By-law. Q4 2012
5.	<b>City Council request the General Manager, Transportation Services to ensure that accounts are only terminated or written off after following corporate procedures for the collection and write off of accounts receivable.</b>	X			Terminated accounts will be written off in accordance with corporate procedures. Immediately.
6.	<b>City Council request the General Manager, Transportation Services to ensure that unused licence plates for front yard and boulevard parking are properly accounted for and controlled.</b>	X			The new process was implemented to ensure unused licence plates for front yard and boulevard parking are properly accounted for and controlled. This was implemented and documented in January 2011.

**Management's Response to the Auditor General's Review of  
Front Yard and Boulevard Parking – Improvements Needed to Enhance Program Effectiveness**

<u>Rec No</u>	<u>Recommendation</u>	Agree (X)	Disagree (X)	<u>Management Comments:</u> (Comments are required only for recommendations where there is disagreement.)	<u>Action Plan/ Time Frame</u>
7.	<b>City Council request the General Manager, Transportation Services, to update enforcement policies and procedures and implement effective controls to ensure that enforcement protocols are clearly established and consistently followed.</b>	X			We will update enforcement policies and procedures, and ensure implementation of effective controls to ensure enforcement protocols are clearly established and consistently followed where/when appropriate. Consultation and coordination with Parking Enforcement Unit required. Q4 2012
8.	<p><b>City Council request the General Manager, Transportation Services, in consultation with the Chief of Police:</b></p> <p><b>a. to consider the benefits and feasibility of transferring appropriate aspects of the front yard and boulevard parking enforcement function to the Parking Enforcement Unit of the Toronto Police Service; and</b></p> <p><b>b. to implement communication protocols to ensure enforcement actions taken by the Parking Enforcement Unit are recorded in Transportation Services Divisions database on a timely basis.</b></p>	X			We will engage the Parking Enforcement Unit to discuss the feasibility of the benefits of transferring appropriate aspects of the front yard and boulevard parking enforcement function and to implement communication protocols to ensure enforcement actions taken by the Parking Enforcement Unit are recorded in Transportation Services Divisions database on a timely basis. Current I&T System constraints require modification. Q4 2012

**Management’s Response to the Auditor General’s Review of  
Front Yard and Boulevard Parking – Improvements Needed to Enhance Program Effectiveness**

<u>Rec No</u>	<u>Recommendation</u>	Agree (X)	Disagree (X)	<u>Management Comments:</u> <i>(Comments are required only for recommendations where there is disagreement.)</i>	<u>Action Plan/ Time Frame</u>
9.	<b>City Council request the General Manager, Transportation Services, to identify and recommend to Council appropriate amendments to front yard parking documentation requirements in the next revision to Chapter 918 of the Toronto Municipal Code.</b>	X			We will request City Council to adopt appropriate amendments to Chapter 918 of the City of Toronto Municipal Code. Q4 2012