



REPORT FOR ACTION

Recommended 2020 Service Levels – Toronto Parking Authority

Date: November 15, 2019
To: Budget Committee
From: Acting President, Toronto Parking Authority
Wards: All

SUMMARY

This report provides the recommended 2020 Service Levels for Toronto Parking Authority in comparison to service levels planned and achieved from 2017 to 2019.

Service levels have historically been presented in the Budget Notes for each Program/Agency for review by Budget Committee and approval by City Council. Beginning in 2020, as part of the budget modernization project, service levels will be provided in a separate document as part of an effort to deliver a more efficient and simplified budget process that will create greater opportunities for public participation through inclusive and outcome focused budget materials.

RECOMMENDATIONS

The Acting President of Toronto Parking Authority recommends that:

1. City Council approve the 2020 service levels for Toronto Parking Authority as outlined in Appendix 1 attached to this report.

FINANCIAL IMPACT

The service levels recommended in this report are fully funded by the 2020 Recommended Operating and Capital Budgets for Toronto Parking Authority.

DECISION HISTORY

Since 2012 budget process, City Council has been approving service levels for each Program and Agency as part of the annual operating budget.

For 2019 Budget, Council approved on March 7, 2019, the report entitled "2019 Capital and Operating Budgets" from the City Manager and the Chief Financial Officer and Treasurer that included recommended 2019 service levels for each Program and Agency.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2019.EX2.5>

COMMENTS

Service levels reflect discrete outputs that highlight the contractual levels of services being provided between staff, Council and the public. Service levels ideally express two key pieces of information: what is to be achieved; and how often it is to be achieved. Service level measures were identified in the 2011 Core Service Review.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2011.EX10.1>

Service levels are approved annually with the budget and speak to the manner in which services are delivered, and may include parameters such as frequency, turnaround time, accuracy, customer satisfaction, etc. Approved service levels are targets for the upcoming budget year, and actual service levels are the reported results.

Recommended 2020 service levels for Toronto Parking Authority can be found in Appendix 1 of this report.

Overall, the 2020 recommended service levels are consistent with the service levels approved in 2019. Where applicable, the Appendix attached to this report identifies where service levels have changed, added or deleted.

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2020 Recommended Service Levels – Toronto Parking Authority

ATTACHMENTS

Appendix 1: Recommended 2020 Service Levels – Toronto Parking Authority

Activity	Type	Service Level Description	Status	2017	2018	2019	2020
On-Street Parking		Occupancy of available spaces in established areas	Approved	80%	80%	80%	80%

Activity	Type	Service Level Description	Status	2017	2018	2019	2020
Off-Street Parking	Surface Car Parks	Occupancy of available spaces in established areas	Approved	85%	85%	85%	85%
	Parking Garages	Occupancy of available spaces in established areas	Approved	85%	85%	85%	85%

Activity	Type	Service Level Description	Status	2017	2018	2019	2020
Bike Share Program		Bicycle fleet availability	Approved	70-75%	70-75%	70-75%	70-75%
			Actual	78%	80%	80%	