

Recommended 2022 Service Levels – Toronto Parking Authority

Date: November 3, 2021
To: Budget Committee
From: President, Toronto Parking Authority
Wards: All

SUMMARY

This report provides the recommended 2022 Service Levels for Toronto Parking Authority in comparison to service levels planned and achieved from 2019 to 2021.

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 were provided in a separate document in 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 President of Toronto Parking Authority recommends that:

1. City Council approve the 2022 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 2022 Recommended Operating and Capital Budgets for Toronto Parking Authority.

DECISION HISTORY

For 2021 Budget, Council approved on December 18, 2020, the report entitled "2021 Rate Supported Budgets - Toronto Parking Authority " from the City Manager and the

Chief Financial Officer and Treasurer that included recommended 2021 service levels for Toronto Parking Authority.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2020.EX19.11>

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 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 2022 service levels for Toronto Parking Authority can be found in Appendix 1 of this report. Where applicable, the Appendix identifies where service levels have changed, added or deleted.

Overall, the 2022 recommended service levels are consistent with the service levels approved in 2021, adjusted where necessary to reflect COVID-19 restrictions and adhering to Public Health guidelines.

Staff will continue to monitor impacts of COVID-19 on City services throughout the year and adjustments to current assumptions in the form of either increases or decreases will be made in accordance with any changes to Public Health guidelines.

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ATTACHMENTS

Appendix 1: Recommended 2022 Service Levels – Toronto Parking Authority

Appendix 1
Toronto Parking Authority
Recommended 2022 Service Levels

On-Street Parking

Type	Service Level Description	Status	2019	2020	2021	2022
	Occupancy of available spaces in established areas	Approved	80%	80%	50%	75%
		Actual	80%	50%	43%	

Off-Street Parking

Type	Service Level Description	Status	2019	2020	2021	2022
Surface Car Parks	Occupancy of available spaces in established areas	Approved	85%	85%	50%	70%
		Actual	85%	50%	50%	
Parking Garages	Occupancy of available spaces in established areas	Approved	85%	85%	50%	70%
		Actual	85%	50%	49%	

Bike Share

Type	Service Level Description	Status	2019	2020	2021	2022
	Bicycle fleet availability	Approved	70-75%	70-75%	70-75%	70-75%
		Actual	80%	80%	80%	