



AUDITOR GENERAL'S REPORT ACTION REQUIRED

Front Yard and Boulevard Parking – Improvements Needed to Enhance Program Effectiveness

Date:	February 7, 2012
To:	Audit Committee
From:	Auditor General
Wards:	All
Reference Number:	

SUMMARY

The Auditor General's Work Plan included a review of enforcement and revenue collection for commercial and residential encroachments. More specifically, we selected the front yard and boulevard parking program for review.

This report includes nine recommendations and includes management's response to each one of the recommendations. The implementation of the recommendations contained in this report will strengthen controls, improve accountability and help ensure licence fees are billed and collected.

RECOMMENDATIONS

The Auditor General recommends that:

1. 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.
2. 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.
3. 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.

4. 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.
5. 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.
6. 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.
7. 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.
8. City Council request the General Manager, Transportation Services, in consultation with the Chief of Police:
 - 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. 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.
9. 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.

Financial Impact

The recommendations in this report are expected to improve the billing and collection of front yard and boulevard parking permit fees. The amount of any revenue enhancements is not determinable at this time.

ISSUE BACKGROUND

Prior to amalgamation most of the former municipalities had their own by-laws authorizing the issuance of permits for front yard or boulevard parking for both residents and businesses.

By-laws related to residential front yard parking were harmonized in April 2007. Harmonized by-laws for commercial boulevard parking were approved at the February 2012 meeting of Council.

Toronto Municipal Code Chapter 918, Parking on Residential Front Yards and Boulevards, sets out the specific requirements for granting, monitoring and enforcing front yard parking.

COMMENTS

This report provides the results of the Auditor General's review of Transportation Services front yard and boulevard parking program. This review was conducted as part of the Auditor General's Work Plan.

The Auditor General's report entitled "Front Yard and Boulevard Parking – Improvements Needed to Enhance Program Effectiveness" is attached as Appendix 1. Management's response to each of the recommendations contained in the report is attached as Appendix 2.

CONTACT

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SIGNATURE

Jeff Griffiths, Auditor General

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ATTACHMENTS

Appendix 1: Front Yard and Boulevard Parking – Improvements Needed to Enhance Program Effectiveness

Appendix 2: Management's Response to the Auditor General's Review of Front Yard and Boulevard Parking – Improvements Needed to Enhance Program Effectiveness