On-Street Permit Parking – Protocol for Permit Holder Notification

Date: April 13, 2016
To: Toronto and East York Community Council
From: Director, Transportation Services
       Toronto and East York District
Wards: All of Toronto and East York – 14,18,19,20,21,22,27,28,29,30,31,32
Reference Number: Te2016016te.row

SUMMARY

Transportation Services is responding to motion TE10.125 from Toronto and East York Community Council, dated September 4, 2015, requesting information on the protocol for notifying residents and to further coordinate with Parking Enforcement when changes are made to the permit parking by-law in the Toronto and East York District.

Transportation Services currently notifies residents by letter when a street is newly designated under the residential on-street permit parking program. This letter is provided to residents three weeks in advance of the installation of any new regulatory permit parking signs along with information about the permit parking program and application process.

However, changes to existing permit parking bylaws, including the extension of time periods, are not routinely communicated to residents. This is primarily because the majority would have been aware of the changes through the petitioning process, and subsequent reporting to Community Council.

Notwithstanding, an efficiency review was completed by the Permit Parking office in 2015, which identified and implemented improvements to the notification process. These included computer database enhancements which allowed for the generation of form letters, to notify residents of among other things, changes in the permit parking by-law regulations. These changes were implemented on April 1, 2016. Furthermore, copies of the notification letters are now being provided to the Toronto Police Service, Parking Enforcement Unit so that they may direct any appropriate enforcement actions.
RECOMMENDATIONS

Transportation Services recommends that Toronto and East York Community Council:

1. Receive this report for information.

FINANCIAL IMPACT
There is no financial impact in the adoption of this report.

ISSUE BACKGROUND
Motion TE10.125, dated September 4, 2015, from Councillor Paula Fletcher, requested that the Director for Transportation Services, Toronto and East York District report to Toronto and East York Community Council on the protocol for notifying residents and coordinating with Parking Enforcement when changes are made to the Permit Parking Bylaw in the Toronto and East York District.

COMMENTS
It is current practice for Transportation Services to notify residents when a street has been newly designated for residential on-street permit parking. This notification consists of a letter providing general information on the program along with information on how to apply for a permit for the first time. The letter is provided at least three weeks before the corresponding parking regulation signing is installed. Experience has shown that this provides residents with sufficient time to obtain their required parking permits.

However, when existing permit parking regulations are changed/amended, staff do not necessarily notify residents of these changes, nor is any notification provided to Toronto Police Services Parking Enforcement staff. This is primarily because the majority of residents would have been made aware of the changes through the petitioning process, and any subsequent reporting to Community Council. Nevertheless, staff acknowledge that there may be some residents that may not be aware of the regulation changes and that it would also be beneficial to inform Toronto Police Services Parking Enforcement staff of these changes so that they may schedule any necessary enforcement.

To address this matter, along with other potential administrative process improvements, an efficiency review was completed by the Permit Parking office in 2015. This review, among other things, identified a number of enhancements that could be made to the computer systems which support the permit parking processes. Specifically, computer database enhancements were identified, which allowed for improved turnaround of various forms of notification letters.

These enhancements combined with the improved notification process have recently been implemented and include the submission of copies of the notification letters to Toronto Police Service, Parking Enforcement Unit so that they may direct any appropriate enforcement actions.
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SIGNATURE

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