



REPORT FOR INFORMATION

Revised Free-Floating Car-Share Pilot and Interim Policy - Supplementary Report (PW 28.11)

Date: April 24, 2018
To: City Council
From: General Manager, Transportation Services
Wards: All

SUMMARY

This report responds to a request from the April 11, 2018 meeting of the Public Works and Infrastructure Committee for additional information for Council's consideration of item PW 28.11 Revised Free-Floating Car-Share Pilot and Interim Policy.

Additional information is included regarding:

- An update on parking infractions and associated fines or penalties that car-sharing companies have incurred in the City of Toronto;
- The feasibility of withholding the issuance of permits to car-share vehicles owned by companies with outstanding fines or penalties;
- The feasibility of amending the Interim Free-Floating Car-Share Pilot and Interim Policy with the exception of areas at or above 95% subscription rate for residential permit-parking; and
- A mechanism to enable Community Council to remove a street or area from the pilot project, as may be deemed necessary.

Updated maps are also included regarding residential permit-parking areas and streets that are close to the threshold for being wait-listed for permits.

FINANCIAL IMPACT

There are no financial implications resulting from the receipt of this report.

DECISION HISTORY

Please refer to item PW 28.11 Revised Free-Floating Car-Share Pilot and Interim Policy.

COMMENTS

Update on Parking Fines or Penalties Incurred by Car-Share Companies

Revenue Services Division is responsible for processing and collecting fines and, after August 2017, penalty amounts for all parking tickets and/or penalty notices issued in the City of Toronto. Based on information from Revenue Services Division, an updated summary of parking infractions and associated fines or penalties that car-sharing companies have incurred in the City of Toronto is included below:

Table 1 - Summary of Parking Infractions

Car-Share Company	Year	Number of Infractions	Sum of Fines or Penalties	Sum of Fines or Penalties Collected	Percentage of Fines or Penalties Collected
Car2Go Canada Ltd.	April - Dec. 2016	31,045	\$981,358	\$980,649	99.9%
	2017	42,597	\$1,055,942	\$568,209	53.8%
	2018	6,721	\$264,800	\$1,455	0.55%
Enterprise*	April - Dec. 2016	29,768	\$1,455,851	\$1,514,702	104.0%
	2017	35,514	\$1,856,522	\$1,832,585	98.7%
	2018	5,688	\$352,988	\$269,418	76.3%
ZipCar Canada Inc.	April - Dec. 2016	13,892	\$670,469	\$687,376	102.5%
	2017	14,962	\$771,307	\$786,582	101.1%
	2018	2,046	\$120,888	\$100,948	83.5%

**Regarding Enterprise*

The above information, includes infractions incurred by traditional rental car operations by Enterprise Rent-a-Car, rather than only the sub-set of infractions incurred by Enterprise Car-Share, since both vehicle types are registered under the same company.

Enterprise Car-Share has indicated to the City that the vast majority of these infractions are associated with Rent-a-Car operations, rather than those assigned to Enterprise Car-Share which represent a comparatively small number of vehicles.

Enterprise has provided details indicating that in 2017, Enterprise Car-Share incurred 469 infractions totalling approximately \$25,000, a small sub-set of the number of infractions listed above. However, in cases where an Enterprise Car-Share member received a notice of parking infraction during their reservation, and paid it promptly, information regarding that infraction would not be available to Enterprise.

Collection Rates and Process

Collection through the Ontario Ministry of Transportation (MTO) licence renewal system can take up to two-years to collect.

For all parking infractions in the City of Toronto, approximately 60% of tickets issued are resolved or paid within one year, with the remaining tickets paid in subsequent years, mainly through the MTO plate renewal denial process.

The collection rates represented at higher than 100 percent in Table 1 above, relate to occasions when tickets are cancelled as a result of an error but the owner has already made a payment. In about 3% of cases, this results in collection rates that are slightly above 100 percent.

Withholding Issuance of Permits due to Outstanding Fines or Penalties

Currently, Transportation Services will not issue or renew parking permits when the vehicle license plate on the application is no longer valid (i.e. the plate hasn't been renewed, or renewal has been denied by MTO as a result of non-payment of fines or penalties).

Additional processes will be put in place as part of the pilot to ensure that outstanding fines or penalties are paid before a participating car-share company is issued free-floating car-share parking permits. As part of the process to apply for permits, car-share companies will be checked for ticket payment status prior to permit issuance.

In order to allow for an appropriate timeframe that takes into account notification and appeal periods, it is recommended that the 80% of outstanding fines or penalties issued up to six (6) months prior to issuance would need to be paid before permits can be issued as part of the Free-Floating Car-Share pilot.

Feasibility of Excluding Residential Permit-Parking above 95% Capacity

There are currently over 72,000 residential permit-parking spaces across the City (inclusive of 99 residential permit-parking areas and 412 streets with street-specific permit-parking) with the majority in Toronto and East York. The previous maps provided did not show some permit parking areas / streets that are outside of Toronto and East York. Updated maps showing residential permit-parking, and areas/streets that are close to the threshold for being wait-listed for permits are included in Attachment 3, 4, and 5.

Transportation Services has recommended that wait-listed residential permit-parking locations (refers to 110% capacity for areas and 100% capacity for street-specific permit-parking - approximately 7,700 parking spots) be excluded from the free-floating car-share pilot and interim policy. Participating car-share companies would be required to exclude wait-listed areas from their service area through geo-fencing in their mobile app systems, so that their members would be unable to start or end a trips within these zones. The excluded locations would be updated semi-annually during the pilot period.

Public Works and Infrastructure Committee requested that Transportation Services report directly to Council on the feasibility of amending the Interim Free-Floating Car-Share Pilot and Interim Policy with the exception of areas or streets at or above 95% capacity for residential permit-parking (approximately 9,900 parking spots).

While this would reduce the size of the service area, excluding areas or streets at or above 95% capacity is feasible. If this were to be directed by Council, it could be put into effect through appropriate updates to the policy terms and municipal code amendments, included in Attachment 1 and 2.

Community Council's Mechanism to Exclude Other Streets / Areas

Public Works and Infrastructure Committee requested that Transportation Services report directly to Council on a mechanism to enable Community Council to remove a street or area from the pilot project, as may be deemed necessary.

Given that the authority to pass regulatory by-laws related to residential permit-parking, which is the general framework under which the pilot is being conducted, is generally already delegated to Community Council under Chapter 27 (§27-152.B.3), additional delegated authority to enable Community Council to remove a street or area from the free-floating pilot project is not needed. If the ability for Community Council to remove a street or area from the pilot project were to be directed by Council, it could be put into effect through appropriate updates to the policy terms and municipal code amendments.

However, given the notice period required for changes to residential permit-parking, a staff report to Community Council regarding the nature of the change being requested by Community Council would be required to incorporate changes through this approach.

This approach is not recommended because a key objective of the pilot is to understand the impact of this type of free-floating permit on residents and evaluation of the pilot's impact would require consistent policy application.

Allowing changes by Community Council would result in an ad-hoc and inconsistent approach for residents who use free-floating car-share services as well as for the administration and enforcement of the pilot.

Transportation Services will monitor the operations of the pilot and work directly with participating car-share companies to minimize impacts of free-floating car-sharing. Upon completion of twelve months of pilot operation, Transportation Services will report back on the pilot findings and a recommended way forward, including, any recommended change to the limits that should be imposed on free-floating permits going forward.

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SIGNATURE

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ATTACHMENTS

Attachment 1 - Interim Free-Floating Car-Share Policy (Excluding 95%+ Capacity)
Attachment 2 - Municipal Code Amendments (Excluding 95%+ Capacity)
Attachment 3 - Updated: Wait-listed Residential Permit Parking Map
Attachment 4 - Updated: 95%+ Capacity Residential Permit Parking Map
Attachment 5 - Updated: 90%+ Capacity Residential Permit Parking Map

Attachment 1 – Interim Free-Floating Car-Share Policy (Excluding 95%+ Capacity)

Introduction

Car-sharing is a sustainable transportation option that allows people to have access to cars when they need one without the associated cost and responsibilities of personal vehicle ownership. Car-sharing is a transportation demand management (TDM) tool that can help reduce overall car dependence.

The City's Official Plan Policy 2.4 (9) (e) supports the allocation of on-street parking designated for car-share stating:

*"9. In support of the TDM and environmental policies of this Plan, the City may:
e) provide on-street, reserved parking spaces for car-sharing vehicles in selected locations."*

This OP policy is currently being addressed through the City's 'Car-share Vehicle Parking Areas' (CVPA) program, but is limited to the pick-up and drop-off of a car-share vehicle at a dedicated on-street spot for members to undertake trips beginning and ending at the same location.

The proposed Interim Free-Floating Car-Share Policy would set a framework by which free-floating car-share companies can operate in the City of Toronto within locations designated for permit-parking under Chapter 925, Permit Parking. The free-floating model allows its members to undertake one-way trips, beginning in one location and terminating in another.

Benefits of Car-sharing

Car-sharing programs offer a number of benefits to individuals / businesses, the environment / community and transportation network including:

- **Reduced vehicle ownership rates** - A major benefit of car-sharing is the reduced need for private vehicle ownership. By obtaining convenient access to a vehicle for occasional trips, a household might be able to forego ownership of a car or a second car. Independent studies have found that one car-share vehicle replaces approximately 11 privately-owned vehicles, with some members giving up a vehicle and others foregoing the purchase of one after becoming car-share members [1].
- **Reduced household transportation costs** - Fixed costs associated with owning a vehicle are considered a major household expense, second only to housing. By comparison, the fixed costs associated with car-sharing are low. When someone owns a car, the initial investment and maintenance costs are considerable, promoting more frequent use of the vehicle to get perceived "value" out of the investment. The costs of car-sharing are directly proportional to the amount of time the vehicle is actually driven. Therefore, members have a strong financial incentive to drive less. Car-share members report they spend less time driving and use public transit, cycle, or walk more frequently, reducing their transportation costs.

- **Reduced vehicle kilometres travelled (VKT)** - Generally, members of car-share companies travel fewer kilometres by car, which helps to reduce congestion and parking demand [1],[2],[3]. One estimate concluded that each shared vehicle leads to approximately 29,000 fewer VKT every year [4].
- **Reduced greenhouse gases and emissions** - Reduced VKT directly translates to reduced greenhouse gas emissions and other air pollutants. Through TransformTO: Climate Action for a Healthy, Equitable and Prosperous Toronto - Report 2 - The Pathway to a Low Carbon Future, City Council has made a commitment to continue reducing its greenhouse gas emissions footprint to reach its 2050 targets and responding to climate change by investing in various low carbon transportation plans. Car-sharing programs allow people to have access to cars when they need one, without needing to own their own car, contributing to the reduction of GHGs.
- **An increase in walking, cycling, and transit use** - Members of a car-share company tend to walk, cycle, or take transit for more trips than non-members.

Rules of Operation

- Parking of car-share vehicles with a valid free-floating car-share parking permit are allowed:
 - without the three-hour parking time limit in residential permit-parking locations; and
 - during the hours where only residential permit-parking permit holders were previously authorized to park.
- The exception to the above are residential permit-parking locations at or above 95% capacity (where less than 5% of permits remain available), which would be excluded from the pilot and interim policy.
- The permit-parking locations to be excluded would be established at the beginning of the pilot, based on the locations at or above 95% capacity (where less than 5% of permits remain available), at the end of the previous semi-annual permit-parking term. The excluded locations would be updated semi-annually during the pilot period.
- Clustering of car-share vehicles, which is defined as more than one (1) car-share vehicle from the same company parked within the same street block, is not

1 Martin, Elliot, and Susan Shaheen. 2011. The Impact of Carsharing on Public Transit and Non-Motorized Travel: An Exploration of North American Carsharing Survey Data. *Energies* 2011, 4: 2094-2114.

2 Cervero, Robert and Yushin Tasi. 2004. City CarShare in San Francisco, California: Second-Year Travel Demand and Car Ownership Impacts. *Transportation Research Record* No. 1887: 117-127.

3 Cervero, Robert, Aaron Golub, and Brendan Nee. 2006. San Francisco City CarShare: Longer-Term Travel-Demand and Car Ownership Impacts. Working Paper.

4 Osgood, Andrea. 2007. *Curb Dreams: Allocating On-Street Parking for Carsharing*. Unpublished Master's thesis. University of California, Los Angeles.

permitted. A car-share company will be required to pro-active in monitoring their vehicles' location and re-locate them when clustering occurs.

- In addition, in order to be responsive to complaints of clustering of vehicles in a particular area, the car-share company will be required to re-distribute its vehicle(s) within two (2) hours of receipt of notification of clustering observed by the City or a resident.

Data Requirements and Open Data

Participating car-share companies are required to provide quarterly information to the City regarding:

- fleet usage
- membership
- trip origins and destinations, etc.

In order to better understand how the free-floating car-sharing model works, the City would also require the participating car-share companies to conduct a member survey about travel behaviour, vehicle ownership, and car-sharing use within 30 days of permit issuance and within 30 days of the end of the pilot (i.e., November 30, 2019).

Anonymized data collected from participating car-share companies would be made available on the City's open data catalogue, where possible.

Permitting

The City of Toronto's residential permit-parking program under Chapter 925, Permit Parking, is unique in that there is an inventory of the number of parking spaces available in each of the permit-parking areas of the City.

Car-share vehicles will be allowed to park in locations designated for permit-parking under Chapter 925, Permit Parking, both without the three-hour parking time limit and during the hours where only residential permit-parking holders were previously authorized to park, with the exception of locations at or above 95% capacity (where less than 5% of permits remain available), provided that the car-share vehicles have a valid free-floating parking permit.

The free-floating car-share permit in residential permit-parking areas under Chapter 925, Permit Parking will work as follows:

- A car-share company may submit an application to the Transportation Services Division for a free-floating car-share parking permit for their car-share vehicle.
- A free-floating car-share parking permit, when issued, is only valid for the particular car-share vehicle identified on the permit (i.e., company name and license plate number) and is not transferable.
- A free-floating car-share parking permit (other than a free-floating car-share parking permit for a pilot project) is proposed to be valid for a period of eighteen-months

from the date of issuance and renewed annually thereafter, unless terminated earlier or declined for renewal by the General Manager, Transportation Services.

- The total number of free-floating car-share parking permits shall not exceed the number of permits established under the Municipal Code Chapter 950 (Traffic and Parking).
- The General Manager, Transportation Services may terminate any free-floating car-share parking permit at any time.

Fees

Fees are proposed to be applied to the following:

- Each Free-Floating Car-share Parking Permit upon issuance (annualized based on current annual CVPA fee for Tier 2 permit parking area under Chapter 925, Permit Parking)
- Each Re-issuance or Replacement of Permit

Fees will be set out in the Municipal Code Chapter 441, Fees and Charges. All fees are subject to applicable taxes and annual inflationary increase.

Enforcement of Parking Regulations and Non-Compliance

Car-share vehicles are subject to all applicable parking rules and regulations under the Municipal Code Chapter 950 (Traffic and Parking), enforced by Toronto Police Service, Parking Enforcement Unit.

In the case of non-compliance by a participating car-share company with the rules of operation and the relevant requirements under Municipal Code, 950 (Traffic and Parking) the General Manager, Transportation Services would in the first instance discuss any breaches with the company and issue a written warning. If participating companies are not able to responsibly handle the size of their fleet and meet the terms of the pilot to the satisfaction of Transportation Services, the General Manager may terminate some or all the free-floating car-share parking permits issued to that car-share company as a result of non-compliance with the terms of the pilot as set out in the Municipal Code Chapter 950 Section 510C(3).

Attachment 2 - Municipal Code Amendments (Excluding 95%+ Capacity)

AMENDMENTS TO MUNICIPAL CODE CHAPTER 925

Addition to § 925-1: Definitions

FREE-FLOATING CAR-SHARE PARKING PERMIT - A permit issued by the General Manager pursuant to Toronto Municipal Code Chapter 950, Traffic and Parking, authorizing parking of a particular car-share vehicle in accordance with § 925-5N(1)(a) in locations designated for permit parking under this chapter.

Addition to § 925-5: Parking Permits – A new subsection N (1)(a) Conditions of Permit

N (1) (a) Despite § 925-5N(1), a person may park a vehicle with a valid free-floating car-share parking permit for that vehicle properly displayed in a location designated for permit parking during the time period set out adjacent to the name of the road in Schedule A to this chapter provided that such parking is in accordance with the terms and conditions of the free-floating car-share parking permit and the permit parking area or street is not at or above 95% capacity (where less than 5% of permits remain available).

AMENDMENTS TO MUNICIPAL CODE CHAPTER 950

Addition to § 950-101: Definitions

- FREE-FLOATING CAR-SHARE PARKING PERMIT - A permit issued in accordance with this chapter by the General Manager authorizing parking of a particular car-share vehicle in locations designated for permit parking under Chapter 925, Permit Parking.

Addition to § 950-400: General stopping and parking regulations - A new subsection D (5)(b) For a period longer than three hours;

- (b) Subsection D (5) does not apply to a car-share vehicle with a valid free-floating car-share parking permit parked in a location designated for permit parking under Chapter 925, Permit Parking.

Addition to § 950-510: Issuance of permits – new subsection 'C'

C. Free-floating car-share parking permits.

(1) Applications.

- (a) A car-share organization/company may submit an application to the General Manager for one or more free-floating car-share parking permits in accordance with this section.
- (b) No more than 500 car-share vehicles per application is permitted.

- (c) Applications for free-floating car-share parking permits by a car-share organization/company for car-share vehicles shall contain the following:
 - (i) Name, address and telephone number of the car-share organization/company; and
 - (ii) A list of the valid license plate numbers and up to date Ontario validation sticker information for each car-share vehicle which is the subject of the application.
- (d) Applications for free-floating car-share parking permits shall only be accepted where all of the car-share vehicles that are the subject of the application are passenger motor vehicles which each have a registered gross weight of no more than 3,000 kilograms.
- (e) A complete application for a free-floating car-share parking permit must be received by the General Manager on or before May 1, 2018, and the General Manager shall not accept any application or part of an application after June 1, 2018. Applications submitted after May 1, 2018 would be subject to the number of free-floating car-share permits remaining in the pilot, if any.

(2) Issuance and term of free-floating car-share parking permit.

- (a) All free-floating car-share parking permits issued in accordance with this section shall be valid from the later of their date of issuance and June 1, 2018 until and including November 30, 2019.
- (b) A free-floating car-share parking permit may be issued only to a car-share organization/company and only for one car-share vehicle where the requirements of § 950-510C(1) are complied with. Where an application under § 950-510C(1) was submitted for more than one car-share vehicle, each car-share vehicle that was the subject of the application may be issued a free-floating car-share parking permit where the requirements of § 950-510C(1) are complied with.
- (c) A free-floating car-share parking permit, when issued, is only valid for the particular car-share vehicle identified on the free-floating car-share parking permit.
- (d) A free-floating car-share parking permit is non-transferrable.
- (e) The number of free-floating car-share parking permits issued by the General Manager under this chapter for the term described in § 950-510C(2)(b) shall not exceed 500 free-floating car-share parking permits per car-share

organization/company.

- (f) The total number of free-floating car-share parking permits issued by the General Manager under this chapter for the term described in § 950-510C(2)(a) shall not exceed 2,000.

(3) Termination.

- (a) Despite § 950-510C(2)(a), the General Manager may terminate any free-floating car-share parking permit at any time if the permit holder fails to comply or ensure compliance with any of the conditions under § 950-510C(6).
- (b) Despite § 950-510C(2)(a), the General Manager may terminate any free-floating car-share permit at any time.

(4) Fees

- (a) The car-share organization/company, upon the approval of a free-floating car-share parking permit application, shall pay to the City of Toronto the Car Share Vehicle Parking Area - Tier 2 Permit fee (spaces replaced on a street residential permit parking) as set out in Chapter 441, Fees and Charges.
- (b) The Car Share Vehicle Parking Area - Tier 2 Permit fee is non-refundable unless the permit associated with the fee is terminated under § 950-510C(3)(b).
- (c) The fee for a re-issuance of a lost or damaged Car Share Vehicle Parking Area - Tier 2 Permit, or for a re-issuance for a change of vehicle and/or licence plate, shall be set out in Chapter 441, Fees and Charges.
- (d) The re-issuance of a Car Share Vehicle Parking Area - Tier 2 Permit under § 950-510C(4)(b) for a new license plate number shall only occur if the original Car Share Vehicle Parking Area - Tier 2 Permit is returned to the City.

(5) Refunds.

- (a) In the event that the General Manager terminates a free-floating car-share parking permit under § 950-510C(3)(b), the General Manager may issue a refund of a pro-rated portion of the free-floating car-share parking permit fee to the permit holder for any unused days remaining in the free-floating car-share parking permit term, with the number of unused days being calculated as the number of days from and including the date the free-floating car-share parking permit was terminated under § 950-510C(3)(b) to November 30, 2019.

- (b) The General Manager shall not refund the free-floating car-share parking permit fee for a free-floating car-share permit revoked or cancelled under § 950-510C(3)(a).
- (6) Conditions of permit.
- (a) Where a valid free-floating car-share parking permit for a car-share vehicle is properly displayed on that car-share vehicle in accordance with this § 950-510C(6), a person may park that car-share vehicle in a location designated for permit parking under Chapter 925, Permit Parking, being the highways, the side of the highways, locations within the highways and at the times set out in Schedule A of Chapter 925, Permit Parking and the permit parking area or street is not at or above 95% capacity (where less than 5% of permits remain available).
 - (b) Despite having a free-floating car-share parking permit, no person shall park a car-share vehicle for which a free-floating car-share parking permit has been issued continuously in any one place for a period exceeding two consecutive days. This subsection (b) shall not apply to a car-share vehicle with a valid car-share parking permit parked in a car-share vehicle parking space in a car-share vehicle parking area in accordance with this chapter.
 - (c) Whenever a car-share vehicle for which a free-floating car-share parking permit has been issued is parked in accordance with the conditions in this § 950-510C(6), the car-share free-floating parking permit shall be clearly displayed in the lower inside of the windshield on the driver's side of the car-share vehicle.
 - (d) A person with a valid free-floating car-share parking permit properly displayed on a car-share vehicle parked in accordance with the conditions in this § 950-510C(6) is subject to all applicable parking prohibitions, including temporary restrictions that may be imposed to facilitate snow removal operations.
 - (e) Clustering
 - (i) For the purposes of this § 950-510C(6), "Clustering" will be defined as more than one car-share vehicle from the same car-share organization/company being parked on the same City street block for any length of time.
 - (ii) No car-share vehicle shall be parked as to cause clustering on a City street block.
 - (iii) Where a car-share organization/company becomes aware of its car-share vehicles clustering, the car-share organization/company shall move its car-share vehicle(s) within two hours to location(s) which do not result in clustering and shall ensure its car-share vehicles are moved and parked in accordance with all applicable parking prohibitions.

- (iv) Where a car-share organization/company becomes aware of its vehicles clustering, the car-share organization/company shall move its car-share vehicle(s) in accordance with subsection (iii) or within two hours of receipt of notification from the City or a resident.

- (f) Data requirements
 - (i) Any car-share organization/company to which a free-floating car-share parking permit has been issued shall provide the General Manager, within 30 days after issuance of their first free-floating car-share parking permit and every three months thereafter for the term of any free-floating car-share parking permit issued to the car-share organization/company, the following information to the satisfaction of the General Manager:
 1. Geographical distributions of membership of the car-share organization/company, including the number of members for the car-share organization/company who reside/are located in each City ward and each permit parking area as defined in Chapter 925, Permit Parking.
 2. Total number of car-share members registered in Toronto for the car-share organization/company.
 3. Number of car-share vehicles in the fleet for the car-share organization/company in Toronto
 4. Fleet usage data for the car-share vehicles in the fleet for the car-share organization/company in Toronto, including the percentage of time car-share vehicles were used by members or customers during the preceding three months.
 5. The date, time, and location of the start and end of all car-share vehicle trips for each car-share vehicle of the car-share organization/company in Toronto for the preceding three months, as well as the Vehicle Kilometres Travelled (VKT) for each car-share vehicle trip for each car-share vehicle of the car-share organization/company in Toronto for the preceding three months.
 6. Average number of unique users for each car-share vehicle of the car-share organization/company in Toronto for each of the preceding three months (i.e., user frequency).
 7. Log of all complaints received by the car-share organization/company regarding car-share vehicle parking locations in Toronto for the preceding three months, including:
 - a. The time and date each complaint was received by the car-share organization/company
 - b. The time and date the car-share organization/company dispatched staff to address

- the complaint.
 - c. The time and date the car-share vehicle of the car-share organization/company was moved from the location of the complaint
 - d. The location of the parked car-share vehicle which is the cause of each complaint.
- (ii) Any car-share organization/company to which a free-floating car-share parking permit has been issued shall conduct a member survey about travel behavior, vehicle ownership, and car-sharing use within 30 days after issuance of their first free-floating car-share permit and within 30 days after November 30, 2019. The survey questions shall be approved by the City prior to being released to the members of its car-share organization/company, and the General Manager shall be provided with the results of the survey within 30 days of the survey being conducted by the car-share organization/company.