



February 19, 2019

Councillor Paul Ainslie
Chair, General Government and Licensing Committee
City of Toronto

Dear Chair and Members,

Re: Enhancing Customer Service by Reviving Permit Parking Renewals at East York Civic Centre

Many residents, especially those in East York and East Toronto, would like to once again be allowed to renew on-street parking permits at the East York Civic Centre. Both Permit Parking staff at Toronto City Hall and my office regularly receive complaints from residents who have been inconvenienced and are upset with the decision to end the service at the East York Civic Centre.

East York residents have tremendous pride in their borough and the Civic Centre is at the heart of the community. It was only natural that for many years after amalgamation the East York Civic Centre carried on providing services such as Parking Permit renewal. Restoring permit renewal service would entail minimal expense to the City as staff would only be needed on the handful of days each year when permits are renewed.

In the lead-up to amalgamation there was an unspoken promise that changes to the services and way of life in the former municipalities would be kept to a minimum. Only those reforms that resulted in important savings - which is clearly not the case here - would be implemented. As well, under the new 25 ward model, there was not to be any reduction in service to the public. With this in mind, please review the decision to terminate a service which has served the community well for so many years.

I would ask the Committee to support the following recommendation:

1. City Council direct the City Manager to work with the requisite City Divisions to restore the in-person Permit Parking Renewal Service at the East York Civic Centre.

Sincerely,

Paula Fletcher, City Councillor
Ward 14, Toronto-Danforth