

**REPORT FOR ACTION****Feasibility of Restoring In-person Permit Parking Renewals Service at the East York Civic Centre**

Date: May 6, 2019

To: General Government and Licensing Committee

From: General Manager, Transportation Services

Wards: Wards 14 and 19

SUMMARY

Transportation Services is responding to a request from the General Government and Licensing Committee, Item GL2.16, to consider enhancing customer service by reviving the permit parking renewals service at the East York Civic Centre (EYCC).

In the last five years, the decline in permit parking renewal activity at the EYCC counter by 42% from 896 to 524 renewals coupled with future transformation plans involving service counters, does not justify restoring the permit parking renewals counter service at the EYCC at this time.

RECOMMENDATIONS

The General Manager, Transportation Services recommends that:

1. The General Government and Licensing Committee receive this report for information.

FINANCIAL IMPACT

There are no financial impacts associated with the adoption of the recommendation in this report. However, should the General Government and Licensing Committee decide to restore services for permit parking renewals at the East York Civic Centre, there would be an operating budget impact of \$72,000 per year for an administrative staff person. Funding for this position is not currently identified in the 2019 Operating Budget.

The Chief Financial Officer and Treasurer has reviewed this report and agrees with the financial impact information.

DECISION HISTORY

At its meeting of March 5, 2019 the General Government and Licensing Committee directed staff to review options to restore the in-person permit parking renewals service at the East York Civic Centre (EYCC) and report back to the April 23, 2019 meeting. The Committee Decision can be found at:

<http://app.toronto.ca/tmmis/viewPublishedReport.do?function=getMinutesReport&meetingId=15369>

COMMENTS

Prior to amalgamation (1998), services related to the issuance and administration of on-street permit parking (OSPP) permits were spread across the city as former municipalities had their own processes and systems to administer this service within their jurisdictional boundaries. These services were generally provided at in-person counters at their respective civic centre offices.

In 2001, when the OSPP by-law (Municipal Code Chapter 925) was harmonized, the former municipal systems used to administer OSPP were also harmonized. Although the by-law and related administrative systems were harmonized, processing staff continued to operate counters and accept applications through their respective civic centres.

Given that over 70% of all OSPP are issued for locations within the boundary of the former municipality of Toronto and the former municipality of East York, a decision was made to reduce the number of counters and centralize all OSPP operations at City Hall. This strategy was consistent with the overall corporate consolidation initiatives and also supported the rapidly expanding e-commerce and online service initiatives being implemented throughout the city.

The first office consolidation took place in 2009, when the counter at the City of York Civic Centre office was closed and all related processing was transferred to City Hall. Similar closures took place in 2013 for the Etobicoke Civic Centre and the East York Civic Centre (EYCC).

Due to concerns over the elimination of the service at the EYCC, the City decided to retain counter service for permit parking renewals only. As such, permit parking renewals continued to be provided at EYCC. Due to steady decreases in usage by the public over the years, all in-person permit parking renewal services at EYCC ceased in November of 2018.

The availability of online renewals and increasing customer familiarity and comfort with newer technology has contributed to a decreased demand for in-person services. Table 1 below shows the reduction of in-person renewals and the increase in web-based/online renewal activity.

Table 1. Five Year Parking Renewals by Location

Year	Total Renewals	Online Renewal	In-person Renewals at City Hall	In-person Renewals at East York Civic Centre
2014	75,130	68%	10,898 (15%)	896 (1.2%)
2015	75,402	70%	11,738 (16%)	815 (1.1%)
2016	76,271	75%	11,375 (15%)	674 (0.9%)
2017	75,958	73%	12,102 (16%)	525 (0.7%)
2018	77,422	75%	10,323 (13%)	524 (0.7%)

As illustrated in Table 1, the last five years have seen an increase in the proportion of online renewals from 75,130 to 77,422 and an overall increase in proportion of permits renewed online from 68% to 75%. At the same time, in-person renewals at the EYCC decreased by 42% from 896 to 524. In-person renewals at City Hall continued to remain relatively constant throughout the 5 years.

Permit parking renewal periods take place mid-April to mid-June and mid-October to mid-December. Despite the relatively small period required to staff the EYCC office, it became a challenge to maintain an acceptably high standard of customer service, with timely counter service provided to customers at the main City Hall office during this period, as staff had to be re-assigned from City Hall in order to staff EYCC.

Transportation Services' customer service operations strategy and, in this case, the closure of the EYCC counter service for permit parking renewals, is consistent with the City's overall customer service vision, objectives and counter strategy.

A major component of the City's overall customer service modernization is to develop and support online options for customers. Self-serve channels improve access and quality of service and can be delivered in a cost-effective manner. Service counters will also be integrated in an effort to improve customer experience, offer choices and support customers requiring assistance. The provision of permit parking renewals at future integrated City service counters including at EYCC, will be considered as part of the City's overall plan to integrate service counter at the Civic Centres.

In view of the future transformation of service counters including EYCC, as well as staff experience and minimal/diminishing renewal activity at the EYCC, staff do not recommend the restoration of permit parking renewals counter service at the EYCC at this time.

Should Council decide to restore this service, one additional administrative staff person would be required at a cost of \$72,000 annually to effectively support service levels. This additional staff would eliminate the need to temporarily transfer staff from the

central renewals office located at City Hall, which would therefore ensure the highest level of customer service at this centralized location. During non-renewal periods, the additional staff would be fully utilized to support centralized City Hall operations.

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SIGNATURE

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