



Governance and Priorities Committee Report

For the meeting of October 23, 2014

To: Governance and Priorities Committee **Date:** October 20, 2014
From: Dwayne Kalynchuk, Director of Engineering and Public Works
Subject: Review of Parking Enforcement - Update

Executive Summary

On June 12, 2014, Council endorsed a number of recommendations related to the Parking Services Review, including the following motion:

- (i) Request that staff come back with a business plan that outlines if parking enforcement services should be contracted out or held in-house.

The purpose of this report is to provide Council with an update on this work.

Legislative and Regulatory Services and Engineering Department staff are currently examining options for in-house delivery of parking enforcement services. In-house options include expanding the role of parking enforcement staff to include enforcement of other City bylaws, and/or expanding the roles of Bylaw Enforcement Section staff to include parking enforcement.

Staff also conducted a site visit to Nanaimo in late August, to learn more about that jurisdiction's recent experience transitioning to in-house parking enforcement. Information from this jurisdiction, along with in-house experiences from other municipalities, will help inform the discussion on possible parking enforcement options for the City of Victoria.

A Request for Proposal (RFP) for Parking Enforcement services for the City of Victoria is also being prepared that reflects recommended improvements identified in the Parking Services Review completed earlier this year. Some of the recommended improvements to parking enforcement include requirements for:

- Assisting the public by responding to inquiries and questions whenever possible;
- Using discretion to determine the most appropriate response to a parking violation, which may include education or explanation of parking bylaws;
- annual SuperHost and customer service training for all contracted parking enforcement staff;
- weekly meetings between the contractor and City staff to review any complaints received and identify opportunities for addressing concerns; and
- tracking and reporting on patrollers' customer service activities, such as the number of "helpful" interactions with members of the public, maps or informational materials distributed, etc.

The RFP will be issued in November 2014. Proposals received will then be compared and brought forward with the in-house delivery options, assisting Council in determining a preferred model for parking enforcement. Staff will present a business case and evaluation for Council's consideration and direction in February 2015. Depending on the decision by Council, a suitable transition plan will be developed.

The current contract for parking services expires November 30, 2014. To ensure parking enforcement services continue through the review of parking enforcement model options, staff are seeking an extension of the current contract with the Corps of Commissionaires to March 2015.

Recommendation

That Council receive this report for information.

Respectfully submitted,



Brad Dellebuur, Acting,
A/Director, Transportation
and Parking Services



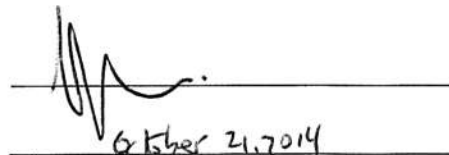
Dwayne Kalynchuk, P.Eng.
Director of Engineering and
Public Works



Robert Woodland,
Director of Legislative and
Regulatory Services

Report accepted and recommended by the City Manager:

Date:


October 21, 2014