

## Service Impact

The proposed permit program will introduce overnight parking in neighbourhoods through monthly and annual permit options. Free and temporary visitor parking will continue to be offered in a modified structure. These changes will alleviate parking pressures expected from ARUs, triplexes, and quadplexes, and balance auto dependence through a paid and limited issuance system.

A digital parking technology that allows residents to apply for permits online will be required given the expected volume of applicants and to ensure a pleasant customer experience. The technology will also assist staff in managing the program and send communications to participants of permit changes or notices such as parking suspensions due to weather events.

The introduction of the program will be accompanied by a communications campaign intended to educate residents on the new types of permits, their validity, pricing, and how to use the digital platform. Additional support will be provided on an ongoing basis through customer service representatives and information online. To support the program, Parking Enforcement will deploy proactive enforcement tactics to ensure program compliance and adherence.