

BR #12168 – New Parking Permit Program and Enhanced Parking Enforcement

Description of Budget Request

A new parking permit program, to be offset by revenue, is being implemented to support the City's housing strategy. The introduction of additional rental units, triplexes, fourplexes, and garden suites will require additional parking permits and enhanced enforcement tactics, with paid parking permits expected to increase from 337 annually to 34,000. Parking enforcement is also being enhanced with additional officers and new ticketing technology. There are 37 new FTEs requested to start in 2025.

Why Staff Recommend this Initiative

The new permit program is necessary to manage additional parking demand in neighbourhoods created by recently approved intensification measures. The program is expected to increase issuance from 337 to 34,000 parking permits per year. Additional staff, parking permit and ticketing technology, and vehicles with license plate recognition (LPR) technology are all required for effective management and enforcement, ensuring the program's effectiveness across the city.

Details of Service Change

There are two facets to this initiative: the issuance and oversight of the parking permit program, and the enforcement of the program. There are 37 FTEs requested in total for the initiative.

It is estimated that the new parking permit program will result in approximately 34,000 parking permits being issued annually which will generate revenue of \$1.4 million per year. This additional revenue will offset the related costs for staff, technology, and monitoring for the new parking permit program and customer portal. Four new FTEs are required in 2025: one supervisor, two customer inquiry representatives, and one accounts administrator. These new FTEs will ensure the new program operates in compliance with municipal by-laws and regulations, responds to resident inquiries, and manages the parking permit technology.

The new program will be enforced citywide through proactive enforcement practices which will require additional staff, vehicles, and ticketing technology. Costs associated with the increase in enforcement staff and technology licensing will be offset by the estimated associated revenue increase of \$7.3 million annually. Thirty new parking enforcement officers are required to support the service level increase, along with three new business analysts to support the new ticketing technology, all starting in 2025. Seven new vehicles with LPR technology are requested through the capital budget.