



INFORMATION REPORT

TO:	Chair and Members Planning Committee
COMMITTEE DATE:	July 10, 2018
SUBJECT/REPORT NO:	Quantifying Administrative Penalty System (PED18156) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	James Buffett (905) 546-2424 Ext. 3177
SUBMITTED BY:	Brian Hollingworth Director, Transportation Planning and Parking Planning and Economic Development Department
SIGNATURE:	

Council Direction:

On May 13, 2015, City Council approved the implementation of an Administrative Penalty System (APS) as per Ontario Regulation 333/07, of the *Municipal Act*, for all parking infractions, except those related to accessible parking.

Information:

Staff committed to reporting back with an overall assessment of benefits of the APS system for parking infractions. Staff identified the potential benefits of APS to be:

1. Improved Customer Service;
2. Expedited Cost Recovery;
3. More Efficient Use of Staff Time; and,
4. Control of Fine Amounts

Improved Customer Service focuses on a reduction of wait times for motorists wishing to appeal their Parking Penalty Notices (PPN). Staff are able to schedule hearings and add additional dates, as needed, to meet customer demands all while maintaining a less intimidating “tribunal type” setting. A comparative analysis of the *Provincial Offences Act* (POA) System versus APS shows an average reduction of days between issuance and a final decision of 122 days to 60 days. This 51% reduction is providing a quicker resolution for parking matters to the customer.

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

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In relation to above improved customer service, due to the reduction of days between issuance and a final decision, the City of Hamilton is able to expedite recovering costs/fines many days sooner for matters being appealed.

Efficiencies with staff time have been realized with elimination of court-related time. An average of over 360 trials related to parking were taking up valuable POA scheduling every year. As an example, on average, it would take two hours per matter for a Parking Control Officer (PCO) to attend court. Across all PCOs, this would equate to over 700 hours of time spent away from their normal duties over a typical year. This is comparable to 100 regular shifts where PCOs would not be responding to complaints and addressing community parking concerns. This additional time for staff to be on road can be linked to a 9% increase in PPN issuance utilizing a three-year comparison of POA vs APS.

In regards to controlling fine amounts, approval of short-form wording and associated fine amounts for enforcement are under the purview of the Municipality under APS. As an example of this, Parking Enforcement and City Council exercised this ability on January 20, 2016. The Planning Committee passed By-law 16-009 to regulate parking on boulevards, side yards and front yards, while simultaneously passing the fine amounts to be used for enforcement. This was a prompt passing of a By-law with associated fines which was able to be used immediately without lengthy submissions and approval times to the Province. In addition to controlling these fines, there is the added control for communication to the public regarding implementation timelines. The ability to map out and execute clear public communication is a great customer service benefit for APS. With a regular schedule of Committee meeting dates within a calendar year, ability for implementing adjustments to fines for by-laws under APS is within the control of City Council.

Based on the experience for parking infractions, the Administrative Penalty Office, within the City of Hamilton, has begun incorporating additional by-laws into the system, which should lead to similar results and benefits under those specific areas such as Animal Services, Licensing, Noise Enforcement and Parks Enforcement.

APPENDICES AND SCHEDULES ATTACHED

N/A

JB:cr