



City of Hamilton Report for Consideration

To: Chair and Members
Planning Committee

Date: April 29, 2025

Report No: PED25136

Subject/Title: Contracted Parking Enforcement

Ward(s) Affected: City Wide

Recommendations

- 1) That a single source procurement, pursuant to Procurement Policy #11 – Non-competitive Procurements, for the provision of parking enforcement services for 2026-2030 **BE APPROVED**;
- 2) That the General Manager, Planning and Economic Development Department, **BE DIRECTED** to negotiate and execute an agreement and any ancillary documents required to give effect thereto with Imperial Parking Canada Corporation (Impark), in a form satisfactory to the City Solicitor.

Key Facts

- Seeking approval for single source procurement with Imperial Parking Canada Corporation (Impark) for 2026-2030.
- Following a competitive procurement process in 2021, Imperial Parking Canada Corporation (Impark) was awarded Contract C3-04-20 for parking enforcement services (sole bidder).
- Over the current five-year term, annual renewals have been awarded for terms three, four, and five due to positive performance, year-over-year increases in service provision, and a net positive experience.
- Staff are recommending a single source procurement for services with Imperial Parking Canada Corporation (Impark) under Procurement Policy #11 – Non-competitive Procurements, as it is likely the most cost effective and beneficial option for the City of Hamilton.

Financial Considerations

In 2024, the contract had a Net Positive Revenue Generation of \$2.1 Million (2024 approximate contract operating cost \$850,000 with \$2.95 Million in revenue). It is expected that annual operating costs would remain consistent with adjusted increases within expected ranges and market practises.

Background

The City of Hamilton utilizes contracted services to augment City of Hamilton Parking Enforcement staff with parking enforcement in Business Improvement Areas and the downtown core.

Imperial Parking Canada Corporation (Impark) was awarded Contract C3-04-20 for parking enforcement services beginning January 1, 2021. They were the only submission via the public Procurement Process. Prior to Imperial Parking Canada Corporation (Impark), the Canadian Corps of Commissionaires was the contract vendor, for several decades.

In February 2024, Council approved staff amending the existing contract terms regarding billing rates to increase effective pay rate for contract staff.

Analysis

The rationale for recommending a single source procurement process with Imperial Parking Canada Corporation (Impark) is the demonstrated growth in service provision staff have experienced and the potential impacts of a vendor transition.

There has been substantial growth year-over-year since the initial term of the contract following the award to Imperial Parking Canada Corporation (Impark). The table below outlines key metrics showcasing the current vendor's performance:

Infraction Date	Penalties Issued	Year-Over-Year Growth %	Penalty Value Issued	Year-Over-Year Growth %	Penalty Value Paid	Year-Over-Year Growth %
2021	25,542		\$815,840.00		\$995,664.44	
2022	42,650	+66.99%	\$1,464,705.00	79.55%	\$1,719,249.30	+72.75%
2023	50,579	+18.61%	\$1,732,780.00	18.32%	\$2,111,886.15	+22.84%
2024	82,313	+62.77%	\$2,869,908.00	65.61%	\$2,991,893.65	+41.73%
Total Growth	+222.24%		+251.75%		+200.63%	

Early analysis, of 2025, shows consistent increases in service provision, again, which speaks to the benefit of maintaining a vendor.

The second main consideration is the impact of a transition period on service provision. The last effective term-year of the previous vendor compared to the first-year term of Imperial Parking Canada Corporation (Impark) (2019 vs 2021) resulted in 30,000 less penalties being issued and \$1 Million less in issued penalty value and collected revenue. It is a fair estimation that this impact has a greater financial impact than variations in possible vendor annual operating costs.

Staff recognize that even with an effective transition plan, onboarding a new vendor will ultimately have an impact on their initial efficacy and service provision which has a net result of reduced issuance of penalties and revenue generation.

Alternatives

Staff could exhaust the current contract with Imperial Parking Canada Corporation (Impark) and begin the procurement process to fulfil contracted services for 2026 onward. This of course has current administrative staffing resource impacts to carry out this process which may have a similar result with only Imperial Parking Canada Corporation (Impark) bidding once again. It is also possible another vendor may be awarded the contract with negative impacts to penalty issuance and revenue generation during the transition period.

Relationship to Council Strategic Priorities

1. Sustainable Economic & Ecological Development
 - 1.1 Reduce the burden on residential taxpayers
2. Safe & Thriving Neighbourhoods
 - 2.2 Make sure people can safely and efficiently move around by foot, bike, transit or car

Previous Reports Submitted

- [Information Update](#) Contracted Parking Enforcement Services
- [PED24031](#) Contracted Parking Enforcement Services

Consultation

Hemanshree Malik, Procurement Specialist, Corporate Services

Appendices and Schedules Attached

Not applicable.

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Planning and Economic Development, Transportation Planning and Parking