



2024 to 2027 Business Plan

Service: Parking

-\$0.05 **-0.52%**
Cost per day for the average rate payer (2024 to 2027) Of the 2024 to 2027 City of London Net Property Tax Supported Budget

Who we are:

- We are a team that provides the community with the administration, maintenance and compliance seeking tools for all short-term on-street and long-term off-street parking, City wide parking regulations and through a strategic partnership with London Police Services, Occupant Noise service request responses.

What we do:

- Management and balancing of attempting to achieve voluntary compliance of parking regulations, combined with responding to service requests for Occupant Noise related matters through strategic scheduling in line with peak times for service needs.
- Administration of community needs for parking through meter reservations, residential parking and enrollment of commercial, industrial and multi-residential properties into the Private Property Parking Enforcement Program.

Why we do it:

- **Traditional** – Like many other major municipalities, the management of Compliance and Parking Services is a necessary requirement to maintain opportunities for compliance of regulations and to provide the greater community with a service level that meets or exceeds their expectations.

The following table provides an overview of the budget for this service:

Budget Summary (\$000's)	2024	2025	2026	2027	2024 to 2027 TOTAL
Gross Operating Expenditures	\$4,510	\$4,635	\$4,709	\$4,731	\$18,585
Other Revenues	-\$8,088	-\$9,109	-\$9,219	-\$9,329	-\$35,745
Net Tax Levy Supported Operating Budget	-\$3,578	-\$4,474	-\$4,510	-\$4,598	-\$17,160
Total Capital Expenditures	\$800	\$550	\$0	\$0	\$1,350
Full-Time Equivalentents (FTE's)	23.3	23.3	23.3	23.3	N/A

Reflects Draft 2024 to 2027 Multi-Year Budget – December 12, 2023.

Linkage to the 2023 to 2027 Strategic Plan

This service supports the following Strategic Areas of Focus in the 2023 to 2027 Strategic Plan:



**Reconciliation, Equity,
Accessibility, and
Inclusion**



**Economic Growth, Culture,
and Prosperity**



**Housing and
Homelessness**



**Mobility and
Transportation**



Wellbeing and Safety



**Climate Action and
Sustainable Growth**



**Safe London for Women,
Girls, and Gender-Diverse
and Trans People**



Well-Run City

Environmental, Socio-economic Equity and Governance (ESG) Considerations

Environmental, Socio-economic Equity and Governance Profile for this service:



Environmental:

- This Service provides for efficient traffic flow, clear bike lanes and bus lanes resulting in positive climate change initiatives.

Socio-economic Equity:

- There is a direct relationship between efficient traffic flow of a variety of transportation modes and safety of the travelling public.

Governance:

- This Service provides public service in terms of response to public requests where parking and noise issues are negatively impacting community quality of life.

The following section provides an overview of the key activities the service plans to undertake from 2024 to 2027 to implement the Corporation's 2023 to 2027 Strategic Plan, as well as an overview of the risks and challenges the service is anticipated to experience during this period:

Service Highlights 2024 to 2027

- Implementation of Automated License Plate Recognition technology to promote compliance with regulations.
- Replacement of all multi-space parking meters that are beyond life expectancy and advances efficiencies in achieving compliance.
- Implementation of online application and enrollment in the Private Property Parking Enforcement Program.
- Conducting Hearings for Administrative Monetary Penalties through an administrative process for less complex disputes.
- Continued improvements to Administrative Monetary Penalties to meet needs of the Climate Emergency Action Plan.
- Replacement of penalty issuing devices and advancement of technology to meet needs of Automated License Plate Recognition.
- Centralized customer service through Service London for all service requests.

- Online request submissions for meter reservations to meet growing demand and advance with technology.

Risks and Challenges Anticipated in 2024 to 2027

- Risks to Parking Services would be impacted if the proposed technology/hardware improvements are not implemented, including loss in revenue and risks to the Corporation such as the inability to enforce parking violations and Payment Card Industry (PCI) non-compliance.
- Challenges anticipated include, but not limited to, challenges imposed on other Service Areas and/or Agencies based on their needs and priorities that could delay advancement of processes and technology.

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