

Date: 2021-03-02

Subject: **Private Property Parking Enforcement Technology Fee**

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Report Number: Legislative Services-2021-303

Recommendations:

1. That the report titled **Private Property Parking Enforcement Technology Fee**, be received;
2. That a user fee of \$890 be approved to recover the cost of software licences that will allow private property parking officers to issue electronic tickets;
3. That the User Fee By-law be amended by adding a Private Property Parking Enforcement Technology Fee, inserting this fee into Schedule D – Enforcement Fees of By-law 380-2003

Overview:

- Private Property parking enforcement staff are employed by private security companies, and are authorized to issue City of Brampton parking Penalty Notices (tickets) on private property, with the fines collected by the City of Brampton
- Private Property owners hire private parking enforcement companies to enforce the parking rules on their property
- Private property parking companies currently issue handwritten Penalty Notices, which are then submitted to the Brampton Provincial Offences Courts at which time a Court Clerk manually enters them into a computerized system
- Private property parking officers issue 18,500 Penalty Notices per year, which have to be manually entered
- In an effort to modernize the process and ensure faster and more efficient operations, staff recommends that private property parking companies be allowed to purchase a licence for software which would electronically issue Penalty Notices
- Cost recovery of the licence valued at \$890 per device (one-time cost) would be paid to the City by the private property parking enforcement company under the user fee by-law

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| <ul style="list-style-type: none">• This report provides information to Council about the fee and the plan to convert private property parking companies to electronic Penalty Notices |
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Background:

Private Property parking enforcement staff are employed by private security companies, and are authorized to issue City of Brampton parking Penalty Notices (tickets) on private property with the authorization of the property owner. All fines are collected by the City of Brampton in the same manner as parking infractions issued by City By-law staff.

The City of Brampton provides private parking enforcement companies with handwritten Penalty Notices at no cost.

Private Property owners (i.e. shopping malls, condominiums, etc.) hire private parking enforcement companies to enforce the parking rules on their property. These private parking officers issue handwritten City of Brampton Penalty Notices which are then submitted to the Brampton Provincial Offences Courts.

Private property parking officers issue approximately 18,500 handwritten Penalty Notices per year. All handwritten Penalty Notices are manually entered into a computerized system by a Provincial Offences Court Clerk. The process of entering the information is a time-consuming task and is the equivalent of one full-time position.

In addition, the process of entering the information contained on handwritten Penalty Notices often results in data entry errors, especially when it is difficult to read the officers handwriting.

Handwritten Penalty Notices contain only the minimum details to issue the notice, but lack the detailed evidence required for Screening and Hearing Officers to make an informed decision if a Penalty Notice is disputed.

The manual process for private property parking tickets is resource intensive and results in frequent withdrawals if they are not submitted to the courthouse within the required 48-hour time frame. As a result, in 2020, nearly eight per cent of the tickets issued by private property parking firms were withdrawn. Moving to the new, more modern technology will be beneficial to all parties.

Current Situation:

City of Brampton Enforcement & By-law Services has recently transitioned to a new system for the issuance of Penalty Notices for parking and non-parking offences. The system comprises an app, which is running on an Android smartphone, and a small Bluetooth printer.

The new software can be offered to private property enforcement companies at the cost of \$890 per device. The company would also have to purchase a printer at a cost of approximately \$750. Both are one-time costs. If a company has two officers operating in Brampton at any given time, they would require two licences and two printers. The number of officers who can access these devices is unlimited. Large private property companies have two to three officers operating at any given time, while smaller companies may have one officer operating at a time.

The new system would allow private property parking enforcement officers to take photographs of illegally parked vehicles, and the relevant parking signage. Photographs and notes are not available under the handwritten ticketing system. These notes and photos will allow Screening and Hearing Officers to make informed decisions, and will result in an increased percentage in affirmations (convictions).

Further, Penalty Notices issued with the new system are automatically entered into the database. This eliminates potential errors during data entry and ensures that all tickets are filed with the court house within the required timeframe. It also allows immediate online payment of penalty notices as opposed to waiting several days for the information to be manually entered into the database.

If Council were to approve this fee, the private property enforcement companies who are ready to adopt this new process would need to purchase a software licence for an Android phone as well as a Bluetooth printer. All paper Penalty Notices (tickets) used in the printers would be provided at no cost. It is expected that these expenses would be recovered by the private parking companies in the fees that they charge to their clients (private property owners).

Corporate Implications:

Financial Implications:

The cost recovery of the licence is revenue neutral for the City of Brampton, however the City would see increased POA revenues as the number of Penalty Notices being dismissed due to illegible handwriting, data entry errors, or lack of supporting evidence.

Other Implications:

There are no Communications or other implications from this report.

Term of Council Priorities:

This report is consistent with the 2018-2022 Term of Council Priorities as it supports Direction 5: Brampton is a Well-Run City by demonstrating proactive and responsible management of parking infractions.

Conclusion:

This report updates Council on a new user fee that allows the Enforcement Division to remain revenue neutral while increasing the POA revenue stream, improving customer service through immediate online payments and allowing the POA clerks to become more efficient.

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Attachments:

N/A