



MANAGEMENT REPORT

Date: September 23, 2024
To: Mayor and Council
From: Audrey Pascual, Deputy Clerk
Report Number: COU24-114
Attachments: None

Title: Parking Enforcement Services Contract Extension

Objective: To seek Council authorization to extend the contract with Commissionaires Great Lakes (CGL) for the provision of parking enforcement services for a one-year term until August 31, 2025.

Background: The City of Stratford enforces parking year-round, Monday to Saturday, excluding holidays, from 9:00 a.m. to 8:00 p.m. between April 1 to October 31 and from 9:00 a.m. to 6:00 p.m. between November 1 to March 31.

Commissionaires Great Lakes (Commissionaires) currently provides parking enforcement services to the City of Stratford. The existing contract includes the provision of one Parking Supervisor and three Parking Enforcement Officers. In addition, Commissionaires also manages the recruitment, training, and payroll aspects of the program. City staff provides day-to-day support to the officers and provides overall contract management to ensure service level requirements are met. The current contract with Commissionaires will expire on September 30, 2024.

The Parking Officers primarily enforce the City's Traffic and Parking By-law within the downtown core. Enforcement outside of the downtown core is conducted on a complaint basis. Based on input from citizens, patrols in areas outside of the downtown core, including in school zones, are also conducted by the officers to address ongoing parking concerns. The goal of parking enforcement in these areas is to increase safety and ensure compliance with the Traffic and Parking By-law. In addition to parking enforcement, the Parking Officers also conduct regular checks, maintenance, and minor repairs to parking equipment including the parking meters and Pay-by-Plate machines.

Analysis: In the last couple of years, Commissionaires have had difficulty filling the Parking Enforcement Officer roles. Since September 2023, the Parking Team has been mostly comprised of three officers including the supervisor. In July 2024, a fourth

officer was hired and deployed by Commissionaires. The difficulty with hiring has been attributed to the lack of qualified applicants that can work in the Stratford site as well as the wage rates. Due to staffing challenges encountered by Commissionaires, City staff investigated alternate options for delivering the program.

Staff contacted other municipalities to understand how their parking enforcement programs are managed. Municipalities within Perth County including St. Marys, West Perth, and Perth East currently contract their parking enforcement services. Other neighbouring municipalities use dedicated staff to administer the program internally. After a market review, staff have found that there are few security companies in the area that have the experience in providing parking enforcement services. Some of the newer security companies (two to three years of experience) have started providing the service to smaller municipalities and only on a part-time basis. Most of the larger companies are focused on larger regions, primarily the Greater Toronto Area. Given the needs of the City of Stratford, a new contractor may be challenged in preparing all the program requirements, including the recruitment of the officers.

Staff also explored providing in-house parking enforcement services. An in-house service would require the hiring of four full-time parking officers. Further, City administrative staff would also be required to manage the service coordination, deployment, training, and recruitment of the officers, which represent additional costs to the program. Under the current contract, Commissionaires expends significant effort in the recruitment, training and deployment of the parking officers and assumes responsibility for payroll, insurance, workplace safety and other employer requirements, alleviating much of the administrative responsibility. Staff need to conduct further analysis on the feasibility of administering the program in-house as there may be additional considerations aside from higher costs and additional staffing requirements.

Staff are therefore recommending a one-year contract extension for the provision of parking enforcement services with Commissionaires Great Lakes. Commissionaires has a proven track record and have committed to ensuring that the service requirements are met for the entire duration of the contract and the proposed extension. The extension of the current contract will ensure continuity of the existing services while staff continue to investigate alternative options.

Commissionaires has agreed to a contract extension to provide parking enforcement services for a one-year term ending on August 31, 2025. The new wage rates proposed by Commissionaires for the Parking Enforcement Supervisor and Parking Enforcement Officers include a 3% cost of living increase. No further changes to the contract are proposed.

Staff will report back to Council regarding options and a recommended approach for subsequent years.

Financial Implications:

Financial impact to current year operating budget:

In 2024, \$260,000 was budgeted for parking enforcement. It is expected that the total cost will be within the allocated budget. There is no tax levy impact for this service as it is fully funded from parking revenues.

Financial impact on future year operating budget:

Based on the proposed increase to the contract costs, the costs for the period January to August 2025 would be \$157,289 (excluding HST). For the purposes of budgeting for the full 2025 year, the 2025 draft budget includes 3% increase on the full year- or \$267,500.

Alignment with Strategic Priorities:

Enhance our Infrastructure

This report aligns with this priority as the provision of parking enforcement services helps improve the efficiency of transportation systems, reduces congestion, and supports the goal of the Transportation Master Plan to improve the transportation experience.

Alignment with One Planet Principles:

Travel and Transport

This report aligns with this principle as parking enforcement ensures that parking is managed effectively, which help reduce congestion and promote smoother traffic flow. Such road conditions make alternative transport methods more feasible and encourage a shift towards more sustainable travel methods.

Staff Recommendation: THAT the contract extension with Commissionaires Great Lakes for the provision of Parking Enforcement Services for the City of Stratford, for a one-year term ending on August 31, 2025, be authorized;

AND THAT the Mayor and Clerk, or their respective designates, be authorized to execute all necessary extension documents.

Prepared by: Audrey Pascual, Deputy Clerk
Recommended by: Karmen Krueger, CPA, CA, Director of Corporate Services
Joan Thomson, Chief Administrative Officer