

# City of Mississauga Corporate Report



<p>Date: February 25, 2020</p> <p>To: Chair and Members of Accessibility Advisory Committee</p> <p>From: Geoff Wright, P.Eng, MBA, Commissioner of Transportation and Works</p>	<p>Originator's files:</p>
	<p>Meeting date: May 11, 2020</p>

## Subject

**Accessible Parking Signage**

## Recommendation

That the Accessibility Advisory Committee comment on the proposed revisions to the Accessibility Parking By-Law 10-16, for inclusion in a future report to General Committee regarding Accessible Parking Signage.

## Report Highlights

- At the direction of the Accessibility Advisory Committee, staff conducted an initial implementation overview to add an enforcement telephone number to accessible parking signage.
- It is assessed that an enforcement telephone number would not be effective use of resources and any contact information should direct callers to the 3-1-1 Citizen Contact Centre.
- The impact to 3-1-1 Citizen Contact Centre service levels and resources requires further investigation.
- The estimated cost to update Accessible Parking Signage on City properties is \$100,000.

## Background

At the September 23, 2019 meeting of the Accessibility Advisory Committee, Recommendation AAC-0034-2019 was received:

1. That the Accessibility Advisory Committee recommends that an enforcement telephone number be added to all accessible parking signs on all City property.

2. That the staff investigate and report back on how to further implement adding an enforcement telephone number to all accessible parking signage on private property within the City of Mississauga.

## Present Status

Within the City of Mississauga, Accessible Parking Signage in public parking areas indicate restricted use of the space, permit requirements and maximum fine amounts, both pictorially and written in accordance with the Accessible Parking By-Law 0010-16 ("Accessible Parking By-law").

The City's Accessible Parking Signage requirements are in compliance with regulations under the *Highway Traffic Act* and the *Accessibility for Ontarians with Disabilities Act, 2005*.

## Comments

### Enforcement Telephone Number

Parking Enforcement administration is open for regular business hours (8:30 – 4:30pm) Monday – Friday and redirects all telephone requests for parking enforcement to 3-1-1 Citizen Contact Centre.

The 3-1-1 Citizen Contact Centre and an after-hours dispatch service connects residents to responsive, seamless and easily accessible customer service and 24/7 response from Parking Enforcement Officers.

It is assessed that adding an enforcement telephone number to accessible parking signage would be an inefficient use of operational resources. Any City contact information on Accessible Parking Signage should direct users to 3-1-1 Citizen Contact Centre.

### Enforcement

Parking Enforcement Officers proactively enforce the City's Accessible Parking By-law twenty-four hours a day, seven days a week. Officers respond to complaints and also provide proactive enforcement, on public and private property, when an accessible parking permit is not displayed.

When a Parking Enforcement Officer finds a vehicle parked in a designated parking space without displaying a permit, they will issue a penalty notice and the vehicle may be subject to towing and storage fees at the expense of the owner.

The following chart is a breakdown of complaints received (parking in an accessible spot without a permit) and penalty notices issued for Accessible Parking Permit infractions from 2015 – 2019.

Parking in an Accessible Spot Without a Permit					
	2015	2016	2017	2018	2019
Complaints	270	286	305	296	292
Penalty Notices	1,130	1,064	810	1,155	798

#### Accessible Parking Spaces

Every owner or operator is individually responsible to procure, install and maintain any Accessible Parking Signs, ensuring compliance with regulations for their associated facilities and/or public areas.

#### City of Mississauga

The number of Accessible Parking Spaces is not centrally tracked within the City of Mississauga.

A high-level estimate indicates there are approximately 1000 accessible parking spaces located at City-owned facilities (staff and tenanted locations), City Parks and Municipal Parking lots & garages.

#### Private Property Parking Program Review

The number of Accessible Parking Spaces & signage on private property is not currently tracked by City staff.

Parking Enforcement has scheduled a Private Property Parking Program Review to begin in 2020 and it is expected to take 6-8 months to complete. The study will provide a comprehensive evaluation of current and future service level agreements, standardization of signage requirements and education & awareness. Recommendations regarding private property signage will be included in the report.

#### Parking Master Plan

The Parking Master Plan and Implementation Strategy (PMPIS), approved by Council in June 2019, does not specifically address accessibility parking signs; however, it includes comments about accessible parking minimums and indicates that more than the minimum accessible parking standard should be provided where possible and the context of how to do that.

The Master Plan also recommends that design guidelines for new parking infrastructure (on and off-street, municipal and private) be developed and that the design guidelines include accessible parking above the minimum standard.

### By-Law Amendment

In order to implement City-wide changes to Accessible Parking Signs, the following amendment to the Accessible Parking By-law is recommended:

*Section 15(a) All Accessible Parking Signs located on City property shall include an additional tab with the words “for Enforcement call 3-1-1”.*

### Implementation Plan

If approved, implementation would be gradual, due to the individual responsibility of each facility and/or service area for accessible parking signage.

The installation timeline would vary according to each department’s operational budget and/or requirement to develop a business case.

The potential increase of call volumes to 3-1-1, related to accessible parking signage calls requires further investigation to assess resource allocations and service level impacts.

### Financial Estimates

In December 2019, Works Operations & Maintenance staff estimated that manufacturing and installation costs for parking signage tabs indicating “for Enforcement call 3-1-1”, would be in the range of \$75-\$100 per tab.

Based on approximately 1,000 accessible parking spaces, City-wide implementation would be estimated to cost \$100,000.

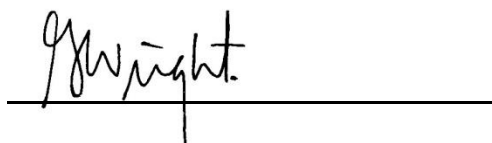
The financial impact from the adoption of the amendment would vary according to each City department and the number of accessible parking spaces within their respective facilities and/or properties.

## **Financial Impact**

There are no financial impacts resulting from recommendations in this report.

## **Conclusion**

Staff completed an initial implementation overview to address an amendment to the Accessible Parking By-law for Accessible Parking Signage.



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