

## BYLAW ENFORCEMENT AND TICKETING DURING PHASE 2 PARKING BANS (E. Rutherford)

### RECOMMENDATION

That the June 19, 2023, City Operations report CO01824, be received for information.

<b>Requested Council Action</b>	Information Only		
<b>ConnectEdmonton's Guiding Principle</b>	<b>ConnectEdmonton Strategic Goals</b>		
<b>CONNECTED</b> This unifies our work to achieve our strategic goals.	Urban Places		
<b>City Plan Values</b>	LIVE. ACCESS.		
<b>City Plan Big City Move(s)</b>	A community of communities	<b>Relationship to Council's Strategic Priorities</b>	Mobility Network Conditions for service success
<b>Corporate Business Plan</b>	Serving Edmontonians		
<b>Council Policy, Program or Project Relationships</b>	<ul style="list-style-type: none"> <li>• Snow and Ice Control Policy C409K</li> <li>• Snow and Ice Control Administrative Procedure</li> <li>• Traffic Bylaw 5590</li> </ul>		
<b>Related Council Discussions</b>	<ul style="list-style-type: none"> <li>• CO00778 Snow and Ice Control - Options to Increase Service Standards, Community and Public Services Committee, April 25, 2022</li> <li>• CO01277 Snow and Ice Control - programmed Approach for the 2022-23 Winter Season, Community and Public Services Committee, June 27, 2022</li> <li>• Upcoming - CO01733 Snow and Ice Control 2022-23 Winter Season Results, Community and Public Services Committee, June 19, 2023</li> </ul>		

### Previous Council/Committee Action

At the March 14/15, 2023, City Council meeting, Councillor E. Rutherford made the following inquiry:

Can Administration provide a report with the following information regarding bylaw enforcement and ticketing during Phase 2 parking bans:

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- Outline the process by which areas and neighbourhoods are selected for enforcement, what factors are considered to identify areas/neighbourhoods as 'high priority', and how often the 'high priority' list is updated;
- Listing which areas and neighbourhoods are currently identified as 'high priority' for enforcement; and
- A breakdown of how many tickets were issued per area and neighbourhood in the most recent Phase 2 parking ban (January/February 2023) and how many tickets were subsequently cancelled?

### **Executive Summary**

- The goal of enforcement during a Phase 2 parking ban is to encourage compliance with the removal of vehicles from an area to allow for improved safety, reduced risk of property damage and efficient Snow and Ice Control maintenance operations.
- There are no areas or neighbourhoods in the city that are identified as a 'high priority' for enforcement. Rather, enforcement teams are directed by Snow and Ice Control operations, based on real-time observed compliance in neighbourhoods.
- Enforcement areas change daily as operational crews work to clear roads through all neighbourhoods.
- During the most recent Phase 2 parking ban (January/February 2023):
  - 2,875 tickets were issued.
  - 144 tickets were cancelled due to a notification error. Cancellations are not included in the total number issued below.
  - The approximate distribution of tickets by district is: Northwest: 26 per cent; Northeast: 23 per cent; Central: 4 per cent; Southwest: 17 per cent; Southeast: 24 per cent; Citywide: 6 per cent.

## **REPORT**

### **Background on Phase 2 Parking Bans**

The Phase 2 parking ban temporarily restricts parking on roads and in alleys in residential and industrial areas. Administration uses parking bans as a tool to help clear cars from the street ahead of snow clearing. This enables quicker, more efficient delivery of clear roads that are easier and safer to navigate. Enforcement is used to increase compliance with the parking ban.

Historically, parking ban enforcement was carried out by contracted services. City Enforcement Officers began providing additional parking ban enforcement during the 2021-22 winter season due to the introduction of the Phase 2 parking ban. In 2022-23, 15 Snow and Ice Officers were hired to provide dedicated parking ban enforcement; contracted parking enforcement services were not used. This provided additional program oversight and flexibility to help increase compliance with parking bans.

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### **Operational Process for Snow Clearing and Enforcement**

Roadways are cleared according to the priority set out in the Snow and Ice Control Procedure. A Phase 2 parking ban can be called when work is required on residential roadways.

Administration develops routed work plans based on five geographical districts (Central, Northwest, Northeast, Southwest and Southeast), that are tailored to the specific conditions of each snow event and each district's particular conditions. Considerations may include weather, snow volume, staff or equipment availability, contractor use and differences in neighbourhood design. Work plans are updated in real time, based on neighbourhood road conditions as observed by inspectors and snow removal crews.

There are no areas or neighbourhoods identified as a 'high priority' for enforcement. Rather, enforcement teams are directed by operational leaders based on real time routing and observed parking ban compliance in the neighbourhoods that are scheduled to be cleared during a particular day or shift. Real time communication enables operational teams to request support in areas of low compliance, which helps keep snow clearing efficient.

Administration's ability to enforce parking bans is dependent on staff resources and level of compliance. Each of the City's five operational districts is supported by three Enforcement Officers who are provided with the planned routes at the beginning of each shift. Throughout the day, Enforcement Officers will move to areas that operations identifies as having low compliance, particularly those where low compliance severely limits the ability of Snow and Ice Control crews to do their work (eg. narrower roads). Snow clearing operations may be delayed on routes with low parking ban compliance until enforcement support is available.

Due to staffing constraints, Enforcement Officers are typically not able to visit every area identified by operational crews. Enforcement Officers may be redeployed from a higher compliance neighbourhood to support enforcement in a lower compliance neighbourhood. They may also return to missed locations the following day, however enforcement does not take place if a location has already been cleared by Snow and Ice Control crews.

### **Notification Process for Phase 2 Parking Bans**

When a Phase 2 parking ban is called, Administration informs the public using multiple forms of communication. Methods include a news release, social media on City of Edmonton channels, a web banner on edmonton.ca, signs placed prominently at neighbourhood entrances in advance of crews arriving, email and text service notifications, notices on public transit and the snow and ice control map on edmonton.ca. Attachment 1 provides an overview of the communications activities that occur in complement to the operational actions.

Improvements to communication and minimizing the duration of Phase 2 parking bans are a priority. Administration has worked to better communicate both the start and end of parking bans through the new notification tool, which has over 31,000 subscribers. The notification tool, launched in 2022, offers a text messaging service in addition to emails.

Administration also heard that some of the white parking ban signage is difficult to see against the snow, so over 800 bright orange signs were created to augment existing signage and to better notify residents of parking bans, increasing neighbourhood signage by approximately 50 per

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cent. These improvements allow visual and digital communication tools that best match resident needs and increases the likelihood of compliance when a parking ban occurs. Increased notification and education helps improve awareness of parking bans and what residents' responsibilities are in order to help ensure that roads are clean, safe and accessible for everyone.

### 2022-23 Phase 2 Parking Ban Enforcement Ticketing

In the 2022-23 winter season, one Phase 2 parking ban was called, from January 24 to February 8, 2023. During this ban, Enforcement Officers issued 2,875 parking tickets, 144 of which were proactively cancelled due to a notification error. The remainder continue to work through the enforcement and court process, with the outcomes ranging from payment of the fine to review by a municipal prosecutor. Specific data regarding Phase 2 tickets at the various stages is not available.

The 144 cancellations were primarily due to a notification date error which resulted in operational crews starting work in the Northwest and Central districts prior to residents being notified. The error was identified the morning of January 27, 2023, resulting in the cancellation of tickets issued during the previous two days in the affected areas. The notification process has been improved to ensure proper communication, including signage and notification date confirmation, prior to enforcement.

The distribution of tickets by district is approximately as follows:

Area	Tickets Issued	% of Total Phase 2 Tickets
Central	117	4
Northeast	657	23
Northwest	749	26
Southeast	702	24
Southwest	486	17
Citywide	164	6
<b>Total</b>	<b>2,875</b>	<b>100%</b>

At this time the enforcement database does not track tickets or violations by location. Tickets issued within a maintenance area are determined by the assigned deployment of the Enforcement Officer during that time. It is assumed that the majority of the tickets issued by each of the officers can be directly linked to their assigned enforcement area. However, these numbers do not account for officers who may have been redeployed to assist in low compliance areas. Additionally, some officers were not assigned an area, as they were deployed as needed; these numbers were captured as "Citywide." Beginning next season, Administration will track tickets issued in Snow and Ice Control maintenance areas during parking bans, as compared to assigned enforcement areas, which will provide more accurate data.

### COMMUNITY INSIGHT

Previous public and stakeholder engagement was completed in 2022 to inform reports CO00778 Snow and Ice Control - Options to Increase Service Standards (Community and Public Services Committee, April 25, 2022) and CO01277 Snow and Ice Control - Programmed Approach for the 2022-23 Winter Season (Community and Public Services Committee, June 27, 2022).

Edmontonians' perceptions about winter maintenance of roads and sidewalks were also captured as part of a City of Edmonton Service Satisfaction Survey and presented as part of FCS01414 City of Edmonton Service Satisfaction Survey and Results (City Council, October 31, 2022). Key findings included:

- The largest proportion of Edmontonians see winter road maintenance as important.
- Respondents think that high traffic and residential roads should be prioritized for snow and ice clearing.
- Staff, stakeholders and the public expressed concerns about lack of compliance on clearing residential sidewalks and/or the parking ban, which creates safety and accessibility issues and lack of consistency in snow and ice clearing. Interest in seeing enhanced enforcement was also expressed.
- A majority of respondents thought that more towing of vehicles during a parking ban would be very effective at reducing snow and ice injuries.

### GBA+

Snow and Ice Control plays an important role in making the City's mobility networks safe and efficient. Neighbourhood design affects the availability and type of residential parking so parking bans may disproportionately affect residents with limited access to off-street parking. Those with reduced mobility (including seniors, persons with disabilities and caregivers using strollers) who are required to park further away from their homes to accommodate a parking ban may face the risk of increased injuries due to icy conditions. The challenges of parking interruption when a ban is called are taken into consideration when parking bans and enforcement are used. The goal is to minimize parking disruptions while still allowing for efficient and effective snow and ice clearing.

### ATTACHMENT

1. Phase 2 Parking Ban Process