

From: "Johnston, Sadhu" <Sadhu.Johnston@vancouver.ca>
To: "Johnston, Sadhu" <Sadhu.Johnston@vancouver.ca>
"Direct to Mayor and Council - DL" <CCDTMACDL@vancouver.ca>
Date: 9/21/2017 3:32:40 PM
Subject: RE: Memo on 2017 Street Leaf Program
Attachments: ENG - WMRR - SWM - 2017 Leaf Program - Council Memo.pdf

Dear Mayor and Council,

The correct memo is attached. Please note the real tickets will be issued beginning in mid-November.

Best,
Sadhu

From: Johnston, Sadhu
Sent: Thursday, September 21, 2017 2:50 PM
To: Direct to Mayor and Council - DL
Cc: City Manager's Correspondence Group - DL; Dobrovolny, Jerry
Subject: Memo on 2017 Street Leaf Program

Dear Mayor and Council,

Please see the attached memo from Jerry Dobrovolny, GM of Engineering, regarding the 2017 Street Leaf Program – Shift to Real Parking Tickets. A short summary of the memos is as follows:

- Every year the City collects street leaves from all City streets. During the collection program, illegally parked cars create significant operational challenges. Illegally parked cars are those that are parked in areas where leaf collection is occurring after no parking signs are posted.
- Historically, the City did not ticket these illegally parked cars. For the past two years, warning tickets indicating that cars will be ticketed and fined in the future have been issued for cars parked illegally.
- After two years of warning tickets, the City saw an increase in cars that needed to be ticketed in the second year as residents knew only warnings were being issued. Real tickets with fines of \$75 will be issued for cars parked illegally during the leaf collection program **beginning in mid-November.**

Best,
Sadhu

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ENGINEERING SERVICES
Jerry Dobrovolny, P.Eng.
City Engineer / General Manager

MEMORANDUM

September 21, 2017

TO: Mayor and Council

CC: Sadhu Johnston, City Manager
Paul Mochrie, Deputy City Manager
Janice MacKenzie, City Clerk
Lynda Graves, Manager, Administration Services, City Manager's Office
Rena Kendall-Craden, Director, Communications
Kevin Quinlan, Chief of Staff, Mayor's Office
Katie Robb, Director, Communications, Mayor's Office
Naveen Girn, Director of Community Relations, Mayor's Office

FROM: Jerry Dobrovolny, General Manager of Engineering Services

SUBJECT: 2017 Street Leaf Program - Shift to Real Parking Tickets

This memo provides Council with an update on the shift from issuing warning tickets to real parking tickets for the street leaf cleaning season this year, beginning in mid-November.

Background - Street Leaf Cleaning Transformation

The City's annual street leaf cleaning program is managed by Sanitation Operations. Over the last few years, the program has successfully transformed from a lengthy 8+ working week service to a more compressed five week service with additional crews, supplemented by effective communication of schedules with the public, including on the City's website. This has resulted in a more efficient and predictable service.

In previous years, the largest delay in service delivery was a result of cars parking illegally on streets where no parking signs had been clearly posted prior to the service. Every year, the public is repeatedly warned through the media and website not to park in the temporary no parking zones set up so that the service can be efficiently provided, yet many residents still park illegally.

Parking Enforcement Officers Supporting

In 2015 parking enforcement officers (PEOs) supported the street leaf cleaning operation. The PEOs provided a visible deterrence and also helped to establish a process to identify cars parking after the no parking signs were posted. While the process of courtesy towing continued, warning tickets were issued to notify the public of a future change to issue fines for illegally parked cars during the leaf cleaning process.

In order to provide further notice to the public of the change, warning tickets were again issued in 2016. A total of 7347 warning tickets were issued in 2015 and in 2016 we saw a decline in parking compliance with 8480 warning tickets being issued. Staff believe that this was most likely because residents realized that parking officers were only giving warning tickets for the second year. Of the 8480 warnings issued in 2016, 3972, or 47% were parked legally before the signs were posted, while 53% parked illegally afterwards.

Next Steps - Real Parking Tickets for 2017

In 2017 we will continue with the courtesy tow service for cars that are parked legally before the no parking signs are installed, but will be issuing full tickets with fines of \$75 for each illegally parked vehicle that has parked after the no parking signs are installed and, therefore, needs to be moved. A communication program will be employed outlining that tickets with fines will be issued this year. Based on the statistics gathered from the last two years, it is possible that up to 4,000 tickets could be issued this year. It is hoped that, with a communications campaign that includes social media, that number is lower so that streets can be more efficiently cleaned in advance of freezing winter weather.



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