

MEETING DATE April 11, 2001

SUBJECT Staff Response to Commission Inquiry - Parking at TTC Lots

At its meeting of February 27, 2001, Commissioner Moscoe submitted his communication dated February 26, 2001 entitled, "Parking at TTC lots" and the Commission referred his communication to staff for a report.

Demand for TTC commuter parking spaces is extremely high with peak utilization rates of 99% or more at 17 of our 23 lots. Demand has grown steadily for the last three years, and there are virtually no spaces unused at major lots. Many lots are full by 8:00 a.m.

Metropass holders can access 15 of 23 lots representing 89% of the total spaces (about 10,600) and park without additional cost. Metropass holders use approximately 80% of all spaces (about 9,600).

The mode of operation of TTC commuter parking lots is listed on the attached chart (Appendix 1). At the six Metropass only lots, no money is collected. At the nine pay and display lots, a customer parks first and then pays. At the remaining eight cash/Metropass lots, the potential exists that customers could pay to enter and then not find a parking space, as noted in Commissioner Moscoe's memo.

Field observation suggests the majority of cash users arrive early in the morning before the lots are full and thus do not face the risk of paying and not finding a spot. If half of the cash users at cash/Metropass lots are assumed to arrive too late to get a spot, then less than 3% of TTC's total parking users are exposed to this risk.

Complaints were reviewed for a twelve month period between March 2000 to February 2001. There have been 28 complaints where parking was paid for and a parking space was unavailable. There were a further 6 complaints where parking was paid for, no space was available and a ticket was received for parking illegally.

Presently, customers at the eight cash/Metropass lots are notified when lots are full as follows:

Lot	Lot Full Notification
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Finch East	Contractor posts sign and raises gate
Finch West	Contractor posts sign and raises gate
Islington Cordova	Electronic "lot full" sign
Kipling South	Electronic "lot full" sign
Warden North	Lot is not at full capacity
Wilson South	Electronic "lot full" sign
Wilson West	Contractor posts sign and raises gate
Yorkdale	Attendant on site - posts sign and raises gate

Additionally:

- The contractor's (Ideal Parking) phone number is clearly displayed on the signage at all TTC lots for the public to contact.
- The scope of work for the upcoming commuter parking tender will require that additional attendants be placed at our higher utilized lots.
- The problem could be completely eliminated by converting the existing eight cash/Metropass lots to either pay and display or Metropass only mode of operation.
- The recommended long-term solution is the provision of additional parking spaces as proposed in the Capital budget submission.

These initiatives are consistent with providing improved service to our customers.

Chief General Manager

Attachment