Agenda – Executive Policy Committee – July 6, 2011

AUDIT COMMITTEE

Item No. 1 Operational Review of the Winnipeg Parking Authority

WINNIPEG PUBLIC SERVICE RECOMMENDATION:

The Audit Committee receive as information the Winnipeg Parking Authority Operational Review dated November 2010, and forward the matter to the Executive Policy Committee and Council

Report Written By B. Mansky Approved by B.Whiteside June 28, 2011

Audit Department Report
Winnipeg Parking Authority Operational Review – July 2011

An Operational Review of the Special Operating Agencies was included in the City Auditor's 2009-2010 Audit Plan in response to a request from the Alternate Service Delivery Committee. In November 2009, the Audit Department through Request for Proposal process awarded a contract to conduct an operational review of the Winnipeg Parking Authority to Carl Walker. The Audit Department reviewed the report provided by Carl Walker and agreed with the recommendations presented.

Report Summary

The Winnipeg Parking Authority (WPA) has been in existence for approximately five years and has made some significant enhancements to the parking operations. Carl Walker noted that the WPA leadership was knowledgeable, experienced, and dedicated to improving the parking system and attributed much of the success of the WPA over the past five years as a direct result of the strong leadership. The recent departure of the Chief Operating Officer highlights the importance of developing succession plans, properly defining key management roles and responsibilities and documenting significant policies and procedures.

The Winnipeg Parking Authority is transitioning from a start-up phase into a more mature organization. Carl Walker recommends that a review of the mandate, vision and mission statements for the Winnipeg Parking Authority is appropriate for an organization at this stage of its business lifecycle. Carl Walker also identified the need for the WPA to establish a facility maintenance reserve.

The WPA should review on-street parking fees policy to encourage greater availability. Other recommendations identified the need for the WPA to improve the overall level of customer service at WPA facilities, obtain condition appraisals of all surface lots, improve cash handling procedures, develop a more comprehensive set of performance measures, enhance the information available to the public through their website and develop an annual report. Finally, Winnipeg Parking Authority management will need to work with the Province of Manitoba to update provincial legislation to eliminate the requirement that a parking citation is only valid if placed on the vehicle. The WPA will also need to consult with other city departments and the public to include the designation of time limits for loading zones and on-street parking.

Winnipeg Parking Authority management reviewed and agreed with the recommendations.

Policy

The report is submitted in accordance with the City Organization By-law 7100/97 section 19(d)(iv) that the Audit Committee will "Receive and review audit reports, and table such reports with its recommendations at a regular meeting of Executive Policy Committee."

Recommendation:
That the Executive Policy Committee, in its capacity as the Audit Committee, recommend to Council that the Winnipeg Parking Authority Operational Review dated November 2010, be received as information.

Attachment - Winnipeg Parking Authority Final Report



Winnipeg Parking Authority Operationa

Report Written By B. Mansky Approved by B.Whiteside June 28, 2011