

To: Community and Operations Services Committee

From: Kevin Alexander, Commissioner,  
Community and Operations Services Department

Report Number: CO-24-25

Date of Report: April 10, 2024

Date of Meeting: April 15, 2024

Subject: Proposal to Secure a Parking Lot to Sustain Local Walk-In  
Clinic Care

Ward: Ward 4

File: 03-05

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## **1.0 Purpose**

The purpose of this report is to respond to the following City Council direction from its October 30, 2023 meeting regarding Correspondence [CO-23-57](#), dated October 20, 2023:

“That Correspondence CO-23-57 from Keith White, CEO, Oshawa Clinic Group concerning a proposal to secure a parking lot to sustain local walk-in clinic care be referred to staff for further investigation.”

Confidential Attachment 1 is the Oshawa Clinic’s financial information.

Confidential Attachment 2 is the Oshawa Clinic’s parking and revenue statistics.

## **2.0 Recommendation**

That the Community and Operations Services Committee recommend to City Council:

That, pursuant to Report CO-24-25 dated April 10, 2024, the City of Oshawa not enter into a lease agreement for the Oshawa Clinic Group.

## **3.0 Executive Summary**

Not applicable.

## **4.0 Input From Other Sources**

- Legal Services
- Legislative Services

- Finance Services
- Facilities Management Services

## **5.0 Analysis**

### **5.1 Comparison of Parking Facility Operations**

The Oshawa Clinic Group's ("Clinic") parking facility which is located at 117 King Street East, Oshawa, encompasses three parking lots for a total of 174 parking spaces: (1) the main lot consisting of 135 parking spaces; (2) the physio lot consisting of 29 parking spaces; and (3) the West Wing Lot consisting of 10 parking spaces. The main purpose of these parking lots was to ensure access for users of the Oshawa Clinic to a parking lot in proximity to the Clinic.

The Clinic's Pay on Exit machines are located in the parking lots and inside the Clinic facility. The Clinic has one staff person who manages the operation of the Pay-on-Exit machines and is responsible for performing cash collections along with regular maintenance. Minor parking issues are managed by the staff on site whereas ,more complex, technical parking issues (such as Pay-on-Exit machine malfunctions) are handled by the appropriate vendor. If a customer has a technical issue upon exit, there is a button on the exit gate that connects them directly to maintenance staff. Payment issues are managed in the administration offices by the Cash Management Clerk. The Clinic's maintenance staff perform minor repairs while additional facility maintenance work is completed by the appropriate contractors such as snow clearing, light pole repairs, asphalt repairs and line painting.

The City's Pay on Exit machines are located in the three City owned and operated parking garages namely Centre Street (PG1), McMillan (PG2) and Mary Street (PG3) with devices also located within each of the facilities. The City has three Parking Maintenance staff to manage the operation of the entire downtown Municipal Parking System and are responsible for collections, minor repairs and maintenance of the equipment. Simple parking issues are managed by the staff on site as well as troubleshooting to resolve more complex issues before reaching out to the appropriate vendor. If a customer has a technical issue upon exit, there is a button on the exit gate that connects them directly to the parking attendant staff in garage PG1 or PG3, Monday to Friday between the hours of 9:00 a.m. and 7:00 p.m. Outside of these hours, the call would go directly to security staff. Depending upon the issue, both the parking attendant staff and security staff have the ability to lift the parking gates remotely and would follow up with Parking Maintenance staff to investigate the issue. Issues related to paying for parking are managed in the same manner with the parking attendant staff and/or security staff with follow up with Parking Maintenance staff. The City's Parking Maintenance Staff perform minor repairs while additional facility maintenance work is completed by the appropriate contractors such as snow clearing and light pole repairs. Asphalt repairs and line repairs are completed by the City's Operations team.

In addition, the Clinic does not use the same vendor the City uses to manage its gate equipment and City staff are in the process of upgrading the gate equipment and transponders. Therefore, there will be significant costs to replace the equipment, software

and IT related wiring infrastructure for the Clinic parking lots. A supplemental agreement with the owner would also be required to allow access to machines located inside the facility to allow for maintenance and monetary collection. The City would have an additional cost related to the installation of replacement signage similar to other City parking facilities.

The current staffing levels in the Parking Maintenance section are at capacity. Should they be required to attend the Clinic parking lot for every issue, there would be an impact on the workload.

## **5.2 Comparison of Parking Fees**

The Clinic's hourly parking rate is \$4.00 for the first half hour and \$1.00 for every half hour thereafter. The City's hourly parking rate is \$1.25 per hour. As a comparison, for two hours of parking, the Clinic's rate would be \$7.00 and the City's would be \$2.50.

Confidential Attachment 1 contains detailed revenue statistics and outlines additional information provided by the Clinic concerning other parking rates.

The Clinic also has daily parking rates with an exception to a special rate for the Oshawa Generals.

The Clinic charges between \$5.00 and \$20.00 for Event Parking dependent on the event. It is staffed by specific event parking employees with the majority of them being students. It is typically the main lot, with overflow into the Physio lot.

## **5.3 Comparison in Hours of Operations**

The Clinic currently charges for the operating hours of 6:30 a.m. to 8:00 p.m. Monday to Friday; and 9:00 a.m. to 3:00 p.m. on Weekends and Holidays. The City currently charges for the operating hours of 8:00 a.m. to 6:00 p.m. Monday to Friday; and Free on evenings, Weekends and Holidays, resulting in the Clinic charging for additional hours as follows: 1.5 additional hours in the a.m. and 2.0 hours in the p.m. 5 days/week; and an additional 12-18 hours on Weekends and Holidays.

If the City changed their hours of operations to mirror those of the Clinic, the City would still recognize a loss in revenue due to the difference in rates charged.

## **5.4 Parking Statistics**

Confidential Attachment 2 contains detailed parking and revenue statistics provided by the Clinic.

## **5.5 Financial**

Based on the financial information provided by the Clinic in Confidential Attachment 1, the City would not collect the revenues required to cover the lease.

## 6.0 Financial Implications

There are no financial implications directly related to this report unless Council directs that the City enter into a lease agreement with the Oshawa Clinic.

## 7.0 Relationship to the Oshawa Strategic Plan

This Report addresses the Oshawa Strategic Plan Goal of Economic Prosperity & Financial Stewardship.



Beth Mullen, Director,  
Community Support Services



Kevin Alexander, Commissioner,  
Community and Operations Services Department